

Montana Department of Justice Motor Vehicle Division

Temporary Registration Permit Service

User Manual for Authorized Agents/MVD

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PURPOSE

The User Manual provides information about how the Montana Department of Justice (DOJ) Motor Vehicle Division (MVD) online Temporary Registration Permit (TRP) service functions. The manual outlines step-by-step instructions for how you (a user) get access to the service, issue a temporary vehicle registration permit, pay for the transaction, search for TRPs and vehicles, view TRP transaction information and track sales, reprint permits, and view billing information (*Figs. 1-3*).

The service is used by Montana auto dealerships, auto auction businesses, the state auction property and supply group (Montana Surplus), financial institutions, the MVD, and county motor vehicle departments.

TRP Process Flows

Creating a TRP

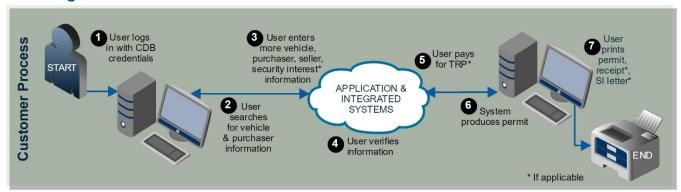


Fig. 1

Paying for a TRP

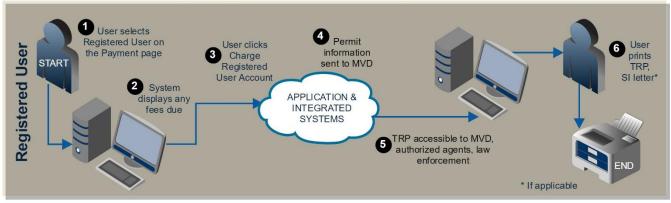


Fig. 2

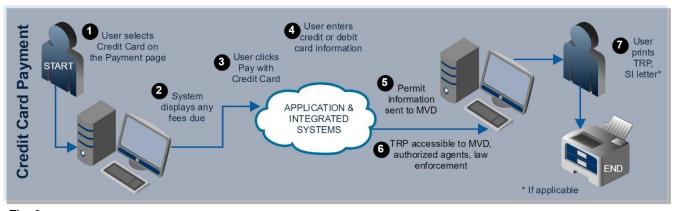


Fig. 3

Service Use Requirements

Under state law, all motor vehicles including motor homes; motorcycles and quadricycles; travel trailers; utility trailers; all-terrain vehicles; sailboats over 12 feet in length; motorboats, jet skis and other motorized vessels; and snowmobiles must be registered with the State of Montana. Pickup campers are an exception; they must be titled, but are not registered. These vehicles must display a temporary registration permit, or TRP, as specified by Montana law (MCA §§ 61-3-303, 61-3-117, 61-3-224, 61-4-221, 23-2-511,)

NOTE: For a Glossary of key definitions, please refer to Page 111.

In 2005, the Montana State Legislature mandated that all Montana auto dealerships use this Internet-based service (*Fig. 4*) to issue temporary registration permits. Today, there are nearly 1,000 dealer licenses in Montana and the state titles approximately 500,000 vehicles and registers nearly 1.3 million vehicles per year.

Internet-based Service

You can access the online TRP service on a computer, tablet, or mobile device with an Internet connection. The service is mobile responsive, displaying correctly on mobile devices, such as smartphones and tablets.

Browser Requirements

Computers, tablets, or mobile devices must use one of the following browsers to access the online TRP service.

- Current version of Google Chrome.
- Current version of Microsoft's browser.
- Current or one version prior to the current version of Mozilla Firefox.

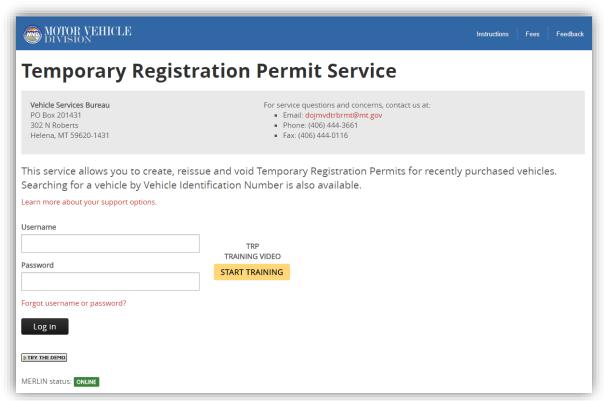


Fig. 4

Printing Requirements

To print a temporary registration permit or transaction information from the online TRP service, you must have a functioning printer connected to a computer or available via a local or Wi-Fi network.

TRPs output on laser printers are the most readable, but printing TRPs on most inkjet and dot-matrix printers is sufficient.

If you pay for a permit or any associated fees with a credit or debit card, you can print a receipt that is created with the TRP. No receipts are generated for transactions purchased solely with a registered user account. Registered user charges are included with the monthly invoice that your organization receives.

Once the temporary registration permit has been created, it appears on the screen as an Adobe Portable Document File (PDF). To view and print a PDF, the current version of Adobe Acrobat Reader® must be installed on the electronic device. Adobe Reader is easy to download and install for free. For more information, visit https://get.adobe.com/reader.

Adding a Dealer Logo to a TRP

To enhance the visibility of their business, some auto dealerships opt to add their company logo to each TRP (*Fig. 5*). For information about how dealerships add a logo, please refer to <u>Page 14</u>.



Fig. 5

How to Purchase TRP Sleeves

Once printed, the temporary registration permit is placed inside a plastic sleeve and attached where the vehicle's rear license plate would normally be displayed.

Businesses, counties and agencies that issue TRPs must have a supply of plastic sleeves on hand when using the online TRP service. To purchase the sleeves, contact the Montana Automobile Dealers Association or the Montana Independent Automobile Dealers Association.

Points of Contact

NAME	AGENCY	EMAIL	PURPOSE	PHONE NUMBER
Help Desk	mt.gov (MI)	helpdesk@egovmt.com	Access issues, service questions	406-449-3468, Ext. 0 or 866-449-3468, Ext. 0
Service Desk	DOJ MVD	DOJServicedesk@mt.gov	Service questions or issues	844-331-4357 or 406-444-3993
Vehicle Services Bureau Service Desk	DOJ MVD	dojmvdtrbrmt@mt.gov	Vehicle or purchaser information issues	406-444-3661
Vehicle Services Bureau Service Desk	DOJ MVD	dojmvdtrbdlr1@mt.gov	Dealer license and privileges	406-444-3661
Montana Automok Dealers Association		ddallas@mtada.com	To order TRP sleeves	406-442-1233
Montana Independ Automobile Deale			To order TRP sleeves	406-874-2207

AUTHORIZED AGENT/MVD ACCESS

Each individual user must be associated with an organization to access the online TRP service.

How an Employee Gets Access To TRP

- To request access for an authorized agent or MVD employee, the county or agency's point of contact submits an access request via email to the MI Help Desk that includes the:
 - User's first and last name.
 - User's email address.
 - Account with which the user should be associated.

NOTE: For purposes of this user manual, unless otherwise specified, dealerships are defined as new/used auto dealerships, auto auction businesses, the state auction property and supply group, and financial institutions.

Other TRP service users include authorized agents and MVD employees.

2. The MI Help Desk calls a point of contact to provide the new user's username and password.

NOTE: Counties and agencies must ensure that **EVERY** user completes TRP training. For more information, please refer to *Page 10*.

MVD Access Points of Contact			
NAME	AGENCY	EMAIL	PHONE NUMBER
Holly Vinner	MVD	hvinner@mt.gov	406-444-6571
Paige Mandera	MVD	pmandera@mt.gov	406-444-3568
Lisa Wanke	MVD	lwanke@mt.gov	406-444-1999

NOTE: County and other agency contacts vary and Montana Interactive (MI) maintains a current list when notified of new contacts.

Credentials

The MI Help Desk calls the county or agency's point of contact to provide the username(s) and password(s) for one to four users.

- The MI Help Desk faxes the usernames and passwords to the point of contact if there are more than four users.
- The MI Help Desk will not activate TRP user login credentials until it receives a confirmation form for each user acknowledging that they have watched the entire training video.

Mandatory Training

Counties and agencies must ensure that each user who will access the online TRP service completes the required TRP training.

- 1. To watch the training video, visit https://app.mt.gov/trp.
- 2. Click **Start Training** on the TRP Home page (*Fig. 6*).

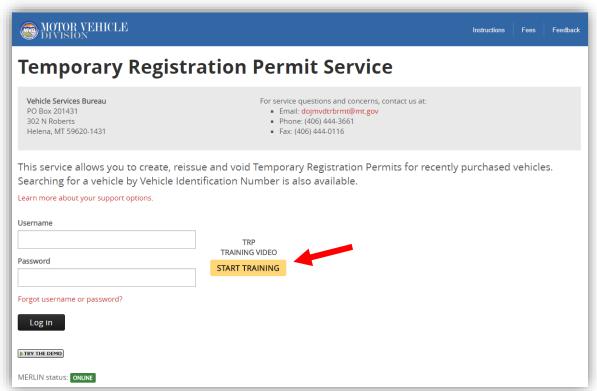


Fig. 6

- 3. Select Authorized Agent/MVD (Fig. 7).
- 4. Watch the entire TRP training video.
- Click Complete Training Form after watching the TRP training video (Fig. 8).
 - You cannot access the confirmation form until you watch the entire video.

NOTE: The MI Help Desk will not activate your TRP user login credentials until it receives your confirmation form acknowledging that you have watched the entire training video.

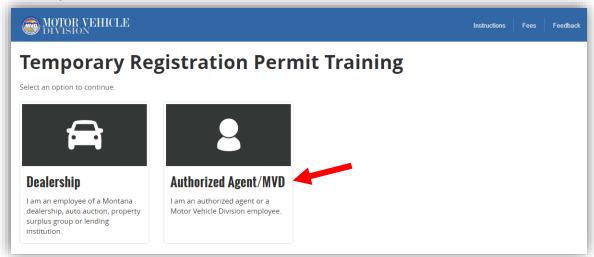
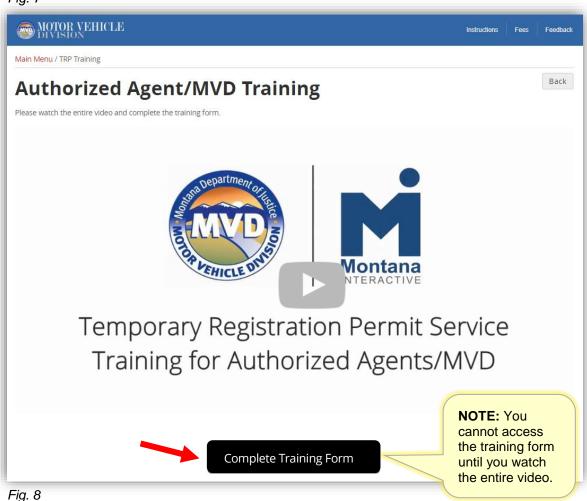


Fig. 7



- 6. Click Authorized Agent or MVD (Fig. 9).
- 7. Fill in the text boxes (Figs. 10 or 11). Required text boxes are marked with an asterisk.
- 8. Click Submit.
- 9. Once the training form is submitted, the MI Help Desk receives an automatic email.

NOTE: The MI Help Desk will not activate your TRP user login credentials until it receives your confirmation form acknowledging that you have watched the entire training video.

Traine	ee Information
,	completed your registration paperwork, please download the form at https://app.mt.gov/registered.
Please identify v	
* Required field	our user type and enter the information requested in the corresponding fields below. of user are you?

Fig. 9

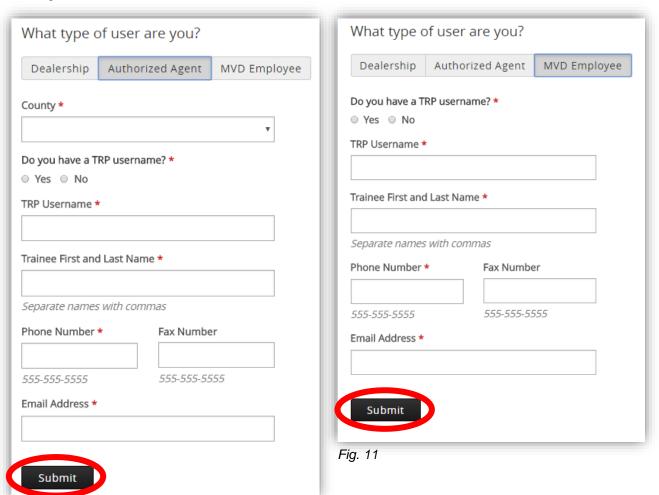


Fig. 10

Troubleshooting

For any troubleshooting of the service itself or the TRP process, please select:

- Learn more about your support options on the Home page (Fig. 12).
- TRP Help Topics on the Main Menu page (Fig. 13).

NOTE: For more information about managing your **Registered User Account**, such as how to change your password, please refer to <u>Page 99.</u>

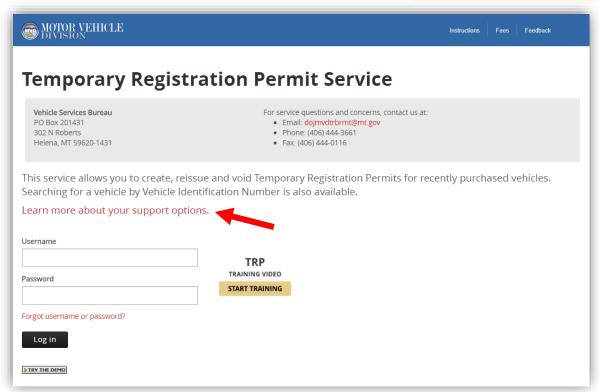


Fig. 12

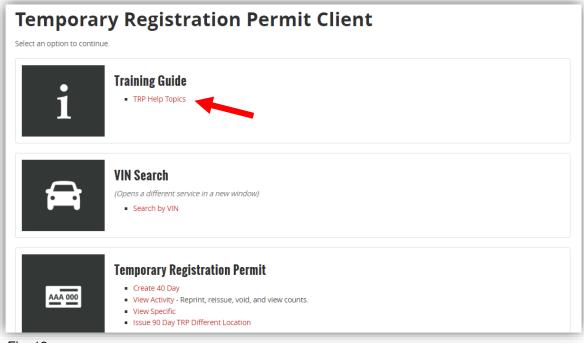


Fig. 13

Dealer Logo Feature

To enhance the visibility of their business, some auto dealerships opt to add their company logo to each TRP (Fig. 14).

- 1. To sign up, a dealership's point of contact identified on the Registered Service Agreement emails the Help Desk at helpdesk@egovmt.com.
- 2. To discontinue the logo feature, dealerships must contact the MI Help Desk at helpdesk@egovmt.com.



How to Discontinue Access

If your county or agency needs to remove access for one of its employees, your point of contact must email the MI Help Desk at helpdesk@egovmt.com.

NOTE: The email also may come from the MVD Security team, <u>dojmvdsecurity@mt.gov</u>.

THE HOME PAGE

The following section describes the initial online TRP service page, located at https://app.mt.gov/trp. There are several options on the Home page (Fig. 15) for authorized agents and MVD employees who need to create a temporary registration permit:

- To contact the Vehicle Services Bureau with service questions or concerns, use the information listed.
- To watch videos about how to use the online TRP service, select Learn more about your support options.
- To take the required training before using the service, click **Start Training**.
- To watch an online service demonstration about how the service functions, click Try The Demo.
- Other links on the Home page that also appear throughout the service are:
 - Instructions for the service.
 - o **Fees,** which lists the price for a single record search.
 - Feedback, which displays a form to fill out and submit if you would like to offer feedback about the service.

How to Log In

Once you have completed the required training (<u>Page 10</u>), and your registered username and password have been activated, log in to the online TRP service at https://app.mt.gov/trp.

- 1. Enter your Username and Password.
- Click Log in.

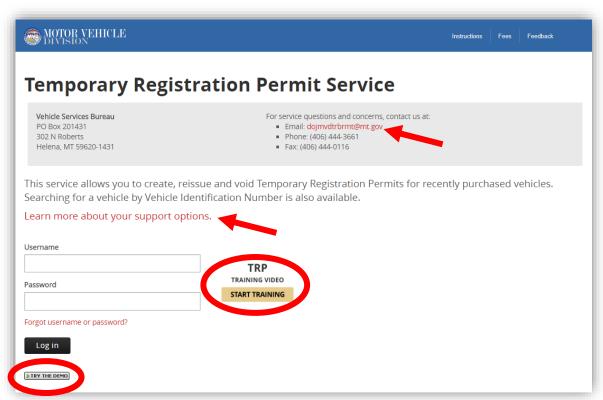
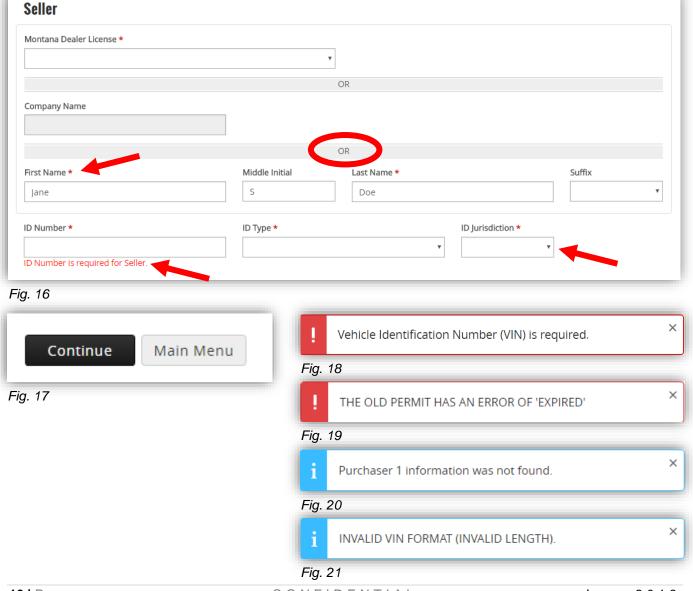


Fig. 15

Navigation

The following features appear throughout the online TRP service pages:

- An asterisk indicates required information. You must complete all text boxes marked with an asterisk before the service will allow you to continue (Fig. 16).
- Drop-down lists are marked by an arrow. To view your choices, click on the arrow.
- The word **OR** indicates that you can choose which type of information to enter. For example, a purchaser, seller, or lien holder might be a company or an individual, therefore you can enter a company name or a first and last name.
- You cannot enter information in gray-shaded text boxes.
- If any required information is missing, a message appears below the text box in red text.
- Clicking **Continue** allows you to proceed to the next page after you enter all required information (Fig. 17).
- Clicking Main Menu allows you to cancel creation of the TRP and return to the Main Menu page.
- Each page displays a message in the lower left-hand corner about whether the MVD system (MERLIN) is in online or offline mode. For more information about offline mode, please refer to <u>Page 110</u>.
- Error messages display in a red pop-up box on the right side of the page (*Figs. 18-19*). For more information about error messages, please refer to *Page 108*.
- Warning messages display in a blue pop-up box on the right side of the page (*Figs. 20-21*). For more information about warning messages, please refer to <u>Page 109</u>.



How to Log Out

As a registered user, it is important to log out of the online TRP service to prevent someone from using your account while you are away from your computer.

- The Log out link displays at the top of every page of the online TRP service (Fig. 22).
- To end the session, select **Log out**. You'll be returned to the Home page of the online TRP service.

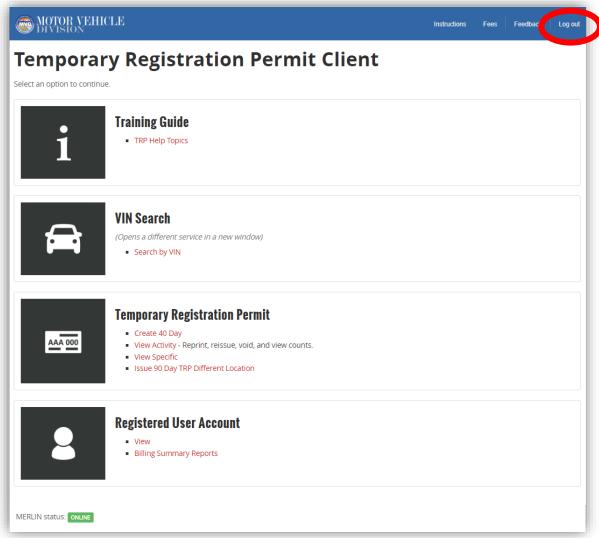


Fig. 22

THE MAIN MENU

The online TRP service Main Menu page is divided into four sections: Training Guide, VIN Search, Temporary Registration Permit, and Registered User Account.

Other links on the Main Menu page that also appear throughout the service are:

- Instructions for the service.
- Fees, which lists the prices for an in-state and out-of-state TRP.
- Feedback, which displays a form to fill out and submit if you would like to offer feedback about the service.
- **Log out**, which you should select when you finish using the service. Logging out prevents unauthorized users from performing transactions on a shared or unattended computer.

Training Guide

In the Training Guide section, you can access a list of topics that link to instructional videos.

To select topics and watch instructional videos, select TRP Help Topics (Fig. 23).

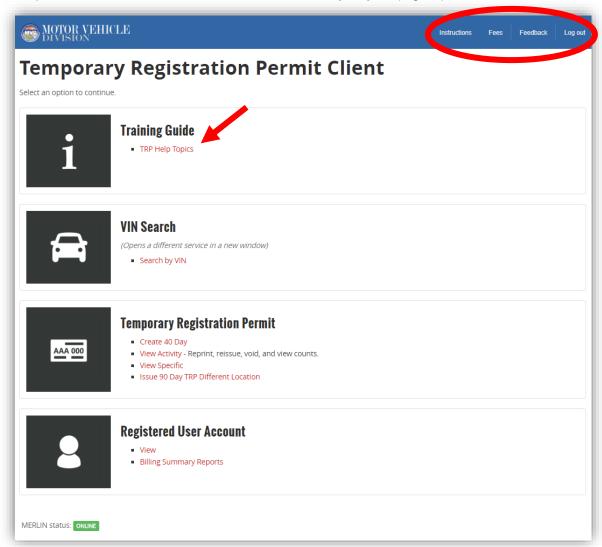


Fig. 23

TRP Help Topics

- To watch instructional videos, select a subject in red text from the TRP Help Topics menu (Fig. 24).
 - The videos, which can be viewed on any computer, tablet, or mobile device, are available 24 hours a day, 365 days per year.
- 2. To return to the Main Menu page, click **Back**.
- 3. To return to the Main Menu page, click **Main Menu**.

TRP Help Topics

Select an option to continue.

1. Log In

How to Log In

2. Create a 40-day TRP

- Standard Purchaser
- Lessor-Lessee Purchaser
- LLC Purchaser

3. Create a 90-day TRP

- Dealership
- Authorized Agent/MVD

4. Reprint a TRP

How to Reprint a TRP

5. Void a TRP

- Void and Reissue a TRP
- Void and Close a TRP
- Void for Cancellation of Sale after TRP Expires

6. Reports

Activity Reports

7. Using the Vehicle Search Service

How to Search for a Vehicle

8. Accessing your Registered User Account

How to Review your Registered User Account

9. Exception Processing

- Warning Messages
- Error Messages
- Offline Mode

10. Log Out

How to Log Out

Back Main Menu

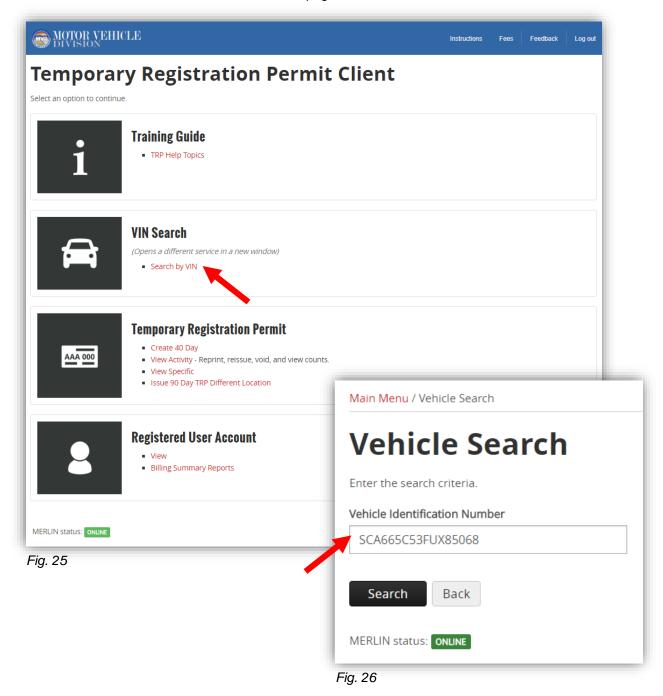
VIN Search

In the VIN Search section, you can search for information about any vehicle that is titled and/or registered in Montana by entering a vehicle's unique identification number, a VIN.

To enter a VIN, select **Search by VIN** (Fig. 25). The Vehicle Search page opens in a new browser tab.

Vehicle Search

- 1. On the Vehicle Search page, enter a vehicle identification number (Fig. 26).
- 2. To proceed, click Search.
- 3. To return to the online TRP service Main Menu page, click Back.



View Record

MVD releases personal information contained in a vehicle record only to those who qualify under Montana's Driver Privacy Protection Act (DPPA). The resale or further disclosure of information contained in the record is subject to strict regulation under state and federal laws. For more information about the laws controlling the information, select Montana Driver Privacy Protection Act - Sections 61-11-501 through 61-11-516 of the Montana Code Annotated.

Single Vehicle Record

If a single vehicle record is found, the vehicle record is displayed on the Vehicle Record page (Figs. 27-29, pgs. 21-23).

As an online TRP service user, you can see the following sections of the vehicle record (exceptions are noted):

- Vehicle Information
- Title
- Vehicle Ownership You can see all information except the SSN or the previous owner.
- Lien History
- Title History
- Registration Information

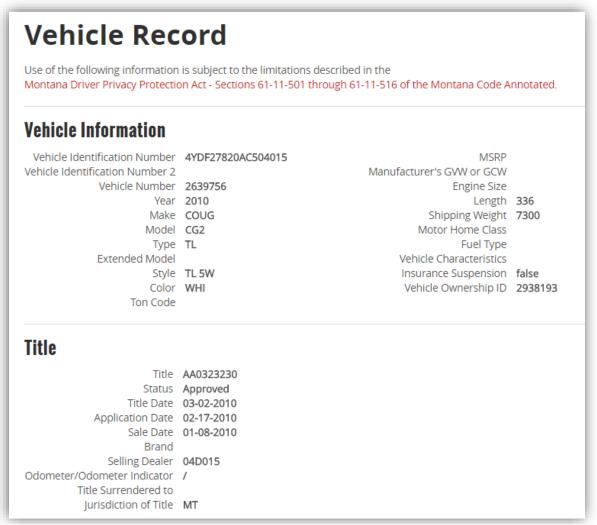


Fig. 27

Vehicle Ownership

CURRENT

Owner Name Shea, Janet, Mulcahy

Customer Number 2619898

Street Address

Address Line 1 406 S Jackson St

Address Line 2

City Butte State MT

Zip 597012308

Owner Name Shea, Timothy, Joseph

Customer Number 2619938

Street Address

Address Line 1 406 S Jackson St

Address Line 2

City Butte State MT

Zip 597012308

Mailing Address

Address Line 1 406 S Jackson St

Address Line 2

City Butte State MT

Zip 597012308

Mailing Address

Address Line 1 406 S Jackson St

Address Line 2

City Butte State MT

Zip 597012308

Lien History

SI Holder Name Bank Of The West

Customer Number 2066040

Street Address

Address Line 1 Box 2497

Address Line 2

City Omaha State NB

Zip 68103

Mailing Address

Address Line 1 PO Box 2497

Address Line 2

City Omaha State NE

Zip 681032497

Title History

Fig. 28

- 1. To print a copy of the record, click Print (Fig. 29).
- 2. To conduct another search for a vehicle record, click Start Another Search.
- 3. To return to the online TRP service Main Menu page, click Main Menu.

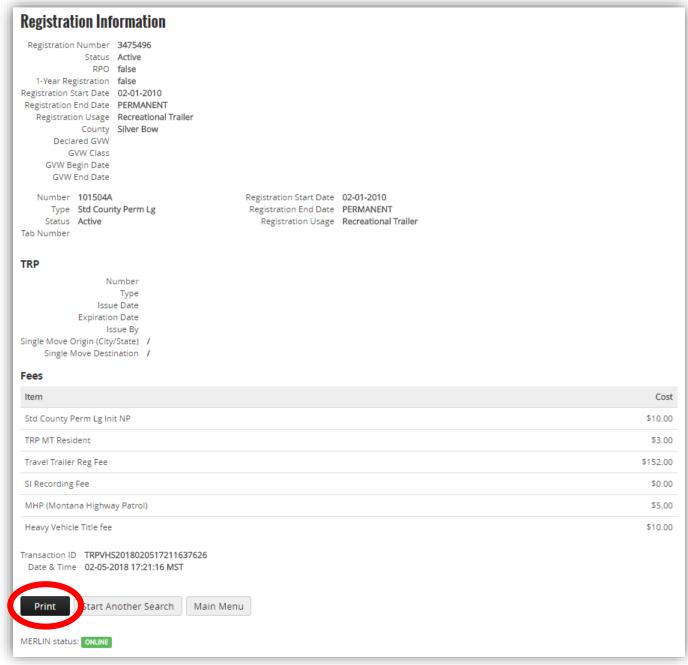


Fig. 29

Multiple Vehicle Records

If the service finds multiple records, the Search Results page displays a list of vehicles (Fig. 30). The page also displays a total number of records found.

- 1. Select the owner's name in red text to view and/or print the vehicle record.
- 2. To conduct another search for a vehicle record, click Start Another Search.
- 3. To return to the online TRP service Main Menu page, click Main Menu.

No Matching Records

If the service finds no matching records, the page displays a message (Fig. 31).



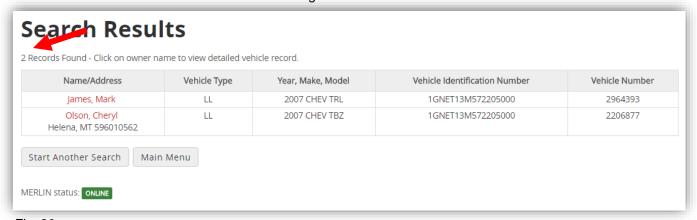


Fig. 30

Create a 40-Day TRP

To issue a 40-day TRP, select **Create 40 Day** in the Temporary Registration Permit section on the Main Menu page (*Fig. 32*).

Authorized agents and MVD employees can create the following types of TRPs:

- Vehicle sale: For instructions, please refer to Page 26.
- **Private Sale:** For instructions, please refer to Page 42.
- Plate Order: For instructions, please refer to <u>Page 43</u>.
- **Limited Use:** For instructions, please refer to <u>Page 43</u>.
- Single Move: For instructions, please refer to <u>Page 43</u>.
- VIN Inspection: For instructions, please refer to Page 43.
- Title Paperwork: For instructions, please refer to Page 43.
- 90-Day: To create a 90-Day TRP, select View Activity, View Specific, or Issue 90 Day TRP Different Location. For instructions, please refer to Page 81.

Helpful Resources

TRP training video:

https://app.mt.gov/trptraining/authorized.html

TRP Help Topics:

https://app.mt.gov/trptraining/topics/index.html.

Help Desk:

406-449-3468, Ext. 0, or helpdesk@egovmt.com

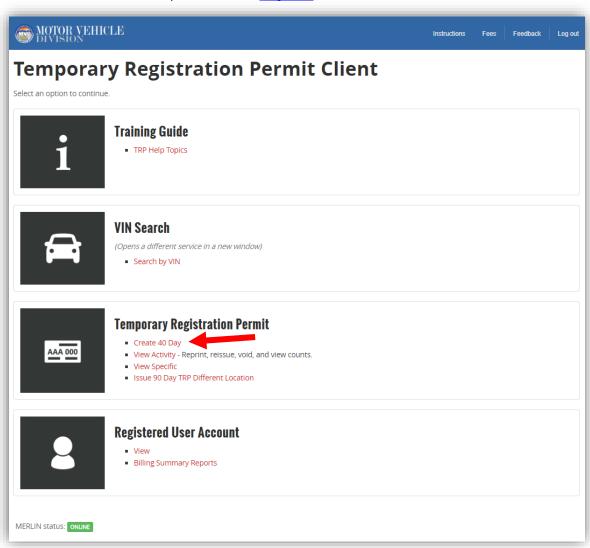


Fig. 32

Vehicle Sale TRP

To issue a **Vehicle Sale** TRP, you must enter the vehicle, purchaser(s), seller information and, if applicable, the lender information. The online TRP service searches for information about the vehicle, purchaser(s), seller, and lender in the MVD and VIN validation systems. Vehicle information is tied to the vehicle's VIN, while purchaser, seller, and lender information are tied to unique ID numbers.

Search for Vehicle & Purchaser

Vehicle Information

- 1. Select **Vehicle Sale** (*Fig.* 33) as the **Type of TRP to Issue** on the Vehicle & Purchaser Search page. **NOTE: Vehicle Sale** is the default choice.
- Select the Vehicle Type. Possible choices are:
 - ATV
 - Boat
 - Bus
 - Manufactured Dwelling
 - Mobile Home
 - Motorcycle

- Motor Home
- Passenger
- Snowmobile
- Special Mobile
- SUV
- Truck

- Truck Camper
- Trailer

Who can issue this type of TRP?
Although Vehicle Sale TRPs are

issued primarily by employees of

new and used auto dealerships,

employees also can issue these

When is this type of TRP issued? When a customer buys or leases a

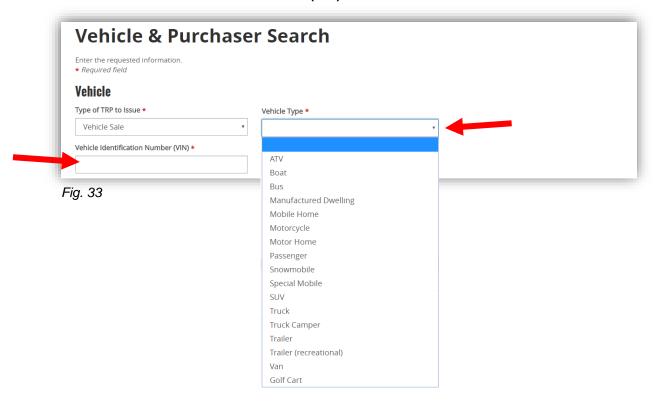
authorized agents and MVD

types of TRPs.

new or used vehicle.

- Trailer (recreational)
- Van
- Golf Cart

3. Enter the Vehicle Identification Number (VIN).



Purchaser(s) Information

You must enter at least one purchaser. If a purchaser wants the vehicle titled in two names, complete both the Purchaser 1 and Purchaser 2 sections. **NOTE:** If the customer is leasing the vehicle, enter the lessor's information in the Purchaser 1 section and the lessee's information in the Purchaser 2 section.

- 1. Enter the purchaser's name on the Vehicle & Purchaser Search page (Fig. 34).
 - Company Name: If the purchaser is an organization, enter the company name. The text box allows a
 maximum of 66 characters. Allowed characters are:
 - Apostrophe (')
 - Dollar sign (\$)
 - Space () not consecutive
 - o Dash (-)
 - Exclamation (!)
 - o Quote (")
 - o Percent (%)
 - Ampersand (&)
 - o Open and Close Parenthesis ()
 - Open/Close Brackets {}

- Asterisk (*)
- o Period (.)
- o Colon (:)
- Semi-Colon (;)
- o Question Mark (?)
- Underscore ()
- Tilde (~)
- o Plus (+)
- o Equals (=)
- Upper/Lower Case letters
- First Name, Middle Initial, Last Name, Suffix: If the purchaser is an individual, enter the name exactly as it appears on the purchaser's driver's license or identification credential.
 - The name text boxes each have an 80-character limit and allow the A-Z, space, dash, and apostrophe characters.
 - If the purchaser only has one name, such as Prince, enter it in the last name text box.
 - If applicable, select a suffix. Choices are JR, SR, 1st-9th, and I-IX.
 - If the purchaser does not have a suffix or a middle initial, leave the text boxes empty.

NOTE: If a Purchaser is a current Montana driver, the legal name and address prepopulates on the next page with the driver's information found in the MVD system.

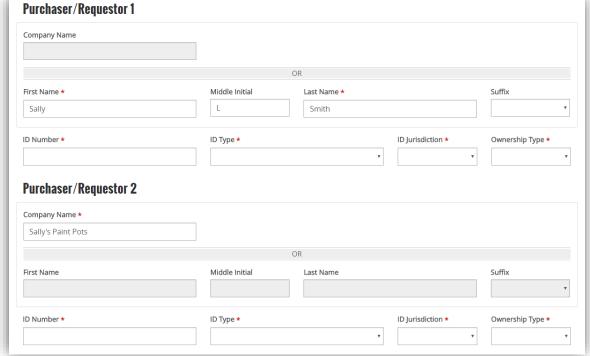


Fig. 34

- 2. Enter the purchaser's ID Number (Fig. 35).
 - If the purchaser has no ID, enter None.
 - If you enter None, the ID Type and ID
 Jurisdiction text boxes are shaded in gray.
 - Remove the hyphen if entering an FEIN.
- **NOTE:** It is important to only enter **None** for the **ID Number**, when the purchaser has none of the forms of identification listed.
- 3. Select the **ID Type**. Possible choices are:
 - Driver License Number
 - Identification Card Number
 - FEIN
 - MVD Customer Number

- Montana Corporation ID Number
- Tribal ID
- Wrecking Facility License Number
- Dealer License Number
- 4. If the ID is from Montana, select Montana from the ID Jurisdiction drop-down menu.
 - If the ID is not from Montana, select the State, U.S. territory, or Canadian province where it was issued in the **ID Jurisdiction** drop-down menu.
 - If the ID Type is FEIN, no jurisdiction is necessary. If you select FEIN, the service no longer displays the ID Jurisdiction text box.
- 5. Select the Ownership Type.
 - Purchaser: Select Purchaser if the customer is an individual or a small business (not an LLC).

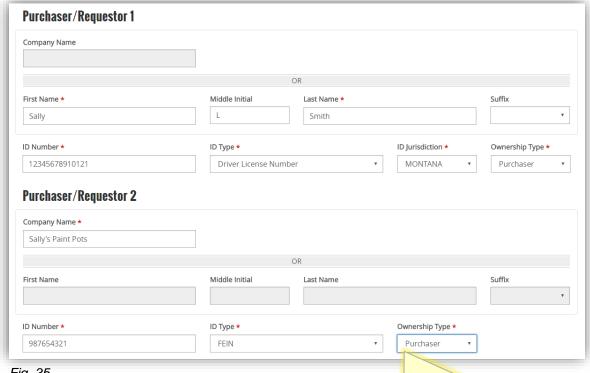


Fig. 35

NOTE: You cannot select an Ownership Type for Purchaser 2 until after you fill in the Purchaser 1 text boxes.

• Lessor/Lessee:

- Select Lessor in the Purchaser 1 section if the customer is leasing the vehicle (Fig. 36).
- Select Lessee in the Purchaser 2 section.
- Unless noted, all data entry requirements on Pages 27-28 apply.
- If there are additional owners and lessees, you can add those into the MVD system.

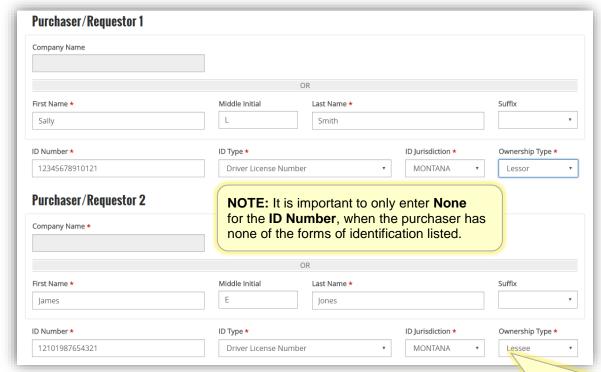
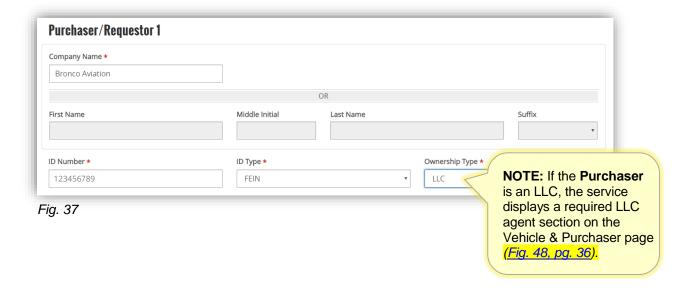


Fig. 36

• LLC:

- Select LLC in the Purchaser 1 if the customer is a limited liability company (LLC) (Fig. 37).
- There is no Purchaser 2 section if Purchaser 1 is an LLC.
- o Unless noted, all data entry requirements on *Pages 27-28* apply.

NOTE: While **Lessor** and **Lessee** are presented in a specific order in this user manual, the **Lessee** may be **Purchaser 1** and the lessor may be **Purchaser 2**.



NOTE: As an authorized agent or

displays only for applicable TRP

employees must select a dealer

from the dealer list or enter the

individual.

MVD employee, the **Seller** section

types. Authorized agents and MVD

seller's information. The seller can

be a dealership, a company, or an

Seller Information

Enter the seller information in the Seller section on the Vehicle & Purchaser Search page (Fig. 38).

1. Select a Montana Dealer License from the drop-down menu. If you select a dealer, the ID fields populate with information from the MVD system. OR

Enter a **Company Name**. If the seller is an organization, enter the company name. See character specifications on Page 27.

OR

- Enter a First Name and Last Name. If the seller is an individual, enter the name exactly as it appears on the seller's driver's license or identification credential. See character specifications on Page 27.
- 2. Enter the seller's ID Number.
 - If the seller has no ID, enter None.
 - If you enter None, the **ID Type** and **ID Jurisdiction** text boxes are shaded in gray.
 - Remove the hyphen if entering an FEIN.
- 3. Select the ID Type. Possible choices are:
 - **Driver License Number**
 - Identification Card Number
 - FEIN
 - **MVD Customer Number**
 - Montana Corporation ID Number
 - Tribal ID
 - Wrecking Facility License Number
 - Dealer License Number
- 4. If the ID is from Montana, select Montana from the **ID Jurisdiction** drop-down menu.
 - If the ID is not from Montana, select the State, U.S. territory, or Canadian province where it was issued in the ID Jurisdiction drop-down menu.
 - If the ID Type is an FEIN, no jurisdiction is necessary. If you select FEIN, the service no longer displays the ID Jurisdiction text box.

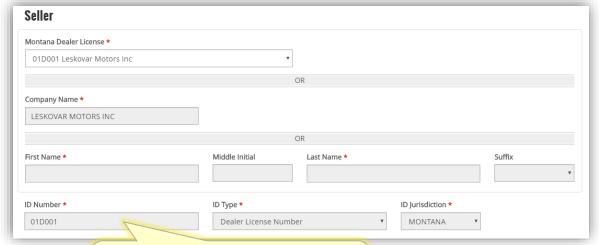


Fig. 38

NOTE: It is important to only enter **None** for the ID Number, when the seller has none of the forms of identification listed.

NOTE: As an authorized agent or MVD

displays only for applicable TRP types.

The fee is \$8.24 to file a **Security**

perfection letter along with the TRP.

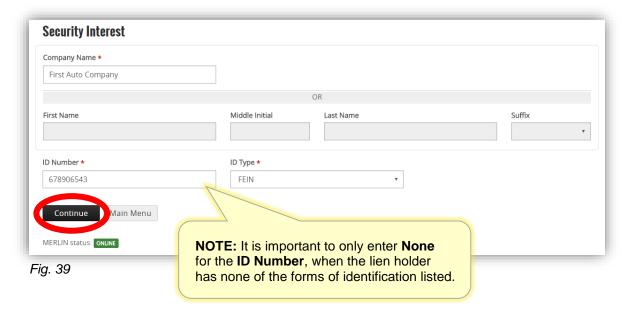
employee, the Security Interest section

Interest. After you have paid for the tran-

saction, you can print the security interest

Security Interest Information

- 1. If a security interest is to be perfected, enter information about the company or individual holding the security interest, or lien, on the Vehicle & Purchaser Search page (Fig. 39).
 - Company Name: If the lien holder is an organization, enter the company name. See character specifications on <u>Page 27</u>.
 OR
 - First Name, Middle Initial, Last Name, Suffix: If
 the lien holder is an individual, enter the name exactly
 as it appears on the lien holder's driver's license or identification credential. See character
 specifications on <u>Page 27</u>.
 - **ID Number:** If the lien holder has no ID, enter None.
 - If you enter None, the ID Type and ID Jurisdiction text boxes are shaded in gray.
 - Remove the hyphen if entering an FEIN.
 - ID Type: If the lien holder has an ID, enter one of the following ID types:
 - Driver License Number
 - Identification Card Number
 - o FEIN
 - o MVD Customer Number
 - Montana Corporation ID Number
 - Tribal ID
 - Wrecking Facility License Number
 - Dealer License Number
 - ID Jurisdiction: If the ID is from Montana, select Montana from the ID Jurisdiction drop-down menu.
 - If the ID is not from Montana, select the State, U.S. territory, or Canadian province where it was issued in the ID Jurisdiction drop-down menu.
 - If the ID Type is an FEIN, no jurisdiction is necessary. If you select FEIN, the service no longer displays the ID Jurisdiction text box.
- 2. Once you have entered the lien holder's information or if no lien is involved, click Continue.
- 3. To stop the TRP creation process and return to the Main Menu page, click Main Menu.



Enter Vehicle & Purchaser Information

On the Vehicle & Purchaser page, the service displays any known vehicle(s), the purchaser(s), seller, LLC agent, and security interest information, if applicable.

Vehicle Information

The Vehicle section displays the following information about the vehicle (*Fig. 40*). If the VIN matches information in the MVD or VIN validation systems, the associated information prepopulates in the vehicle information text boxes.

- Vehicle Type and Vehicle Identification Number (VIN): Information you entered on the Vehicle & Purchaser Search page.
- Year: Describes when the model was produced.
- Make: The manufacturer of the vehicle (i.e. Honda, Pontiac, etc.).
- Model: The brand of vehicle (i.e. CRV, YKN).
- Style: The body shape of the vehicle (i.e. Coupe, Van)
- Primary Color: The color of most of the vehicle.
- Secondary Color: A second exterior vehicle color, if applicable.
- Odometer Reading: The number of miles or kilometers that the vehicle has traveled.
- Odometer Indicator: The method of obtaining the odometer reading.
- Odometer Unit: The unit of measurement that the vehicle uses to measure the distance that it has traveled.
- **Fuel Type:** The energy source that powers the vehicle, such as gasoline, diesel, liquid propane gas, solar, electrical, compressed natural gas, and hybrid.
- Sale Date: The date defaults to today's date.
- State Where Vehicle Will Be Titled: The state where the purchaser plans to title the vehicle.
- Purchaser County of Residence: The Montana county where the purchaser lives.

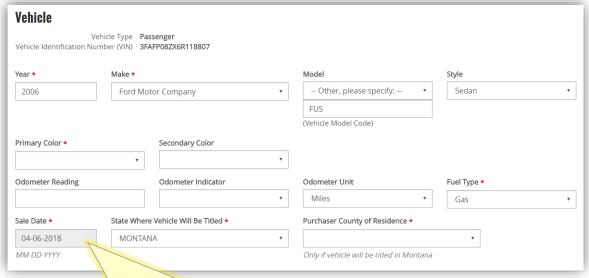


Fig. 40

NOTE: The TRP expiration date is calculated from the date of TRP issuance not the **Sale Date**. The TRP should be issued on the day the purchaser takes possession of the vehicle.

- 1. If the **Vehicle Type** (*Fig. 41*) is incorrect, click **Cancel** (*Fig. 42*) at the bottom of the page to return to the Vehicle & Purchaser Search page and choose a different vehicle type.
- 2. If the **VIN** is incorrect, click **Cancel** at the bottom of the page to return to the Vehicle & Purchaser Search page and correct the VIN.
- 3. Enter the **Year** if it is missing. Change the year if it is incorrect.
- 4. If empty or incorrect, select the **Make** from drop-down list.
 - If the vehicle make is not one of the choices, select Other, Please Specify.
 - Enter the make in the text box that appears.
- 5. If empty or incorrect, select the Model from drop-down list.
 - If the vehicle model is not one of the choices, select Other, Please Specify.
 - Enter an abbreviation for the model in the text box that appears. The abbreviations are two or three alpha-numeric characters.
- 6. If empty or incorrect, select the **Style** from drop-down list.
 - If the vehicle style is not one of the choices, select **Other, Please Specify**.
 - Enter the style in the text box that appears.

NOTE: If the vehicle is a trailer, you must select a style.

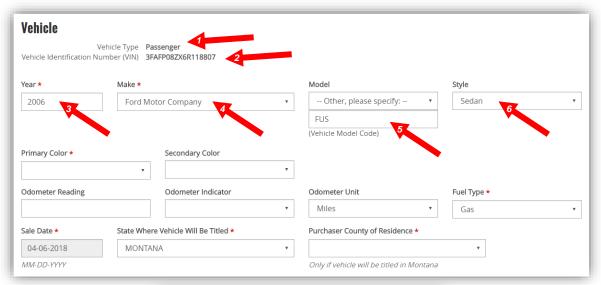


Fig. 41

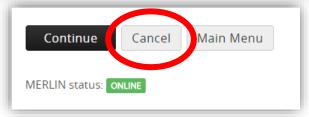
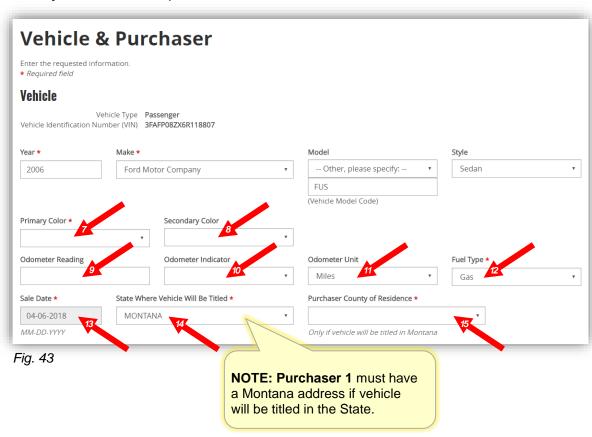


Fig. 42

- 7. If empty or incorrect, select the **Primary Color** from drop-down list (Fig. 43).
- 8. If empty or incorrect, select the Secondary Color from drop-down list.
- 9. Enter the **Odometer Reading**. This is required for vehicles less than 10 years old.
 - If the vehicle is a boat or a trailer, the odometer reading is not required.
 - For heavy trucks, you may enter zero.
- 10. Enter the **Odometer Indicator**. This is required for vehicles less than 10 years old.
 - If you entered zero in the odometer reading text box, select Actual or Last Known as the Odometer Indicator.
 - DO NOT select Exceeds Mechanical Limits, Not Actual, or Warning Discrepancy unless reflected on the vehicle's paperwork as these indicators brand the vehicle.
- 11. Select Miles or Kilometers from the **Odometer Unit drop-down list**. This is required for vehicles less than 10 years old.
- 12. If empty or incorrect, select the Fuel Type from the drop-down list.
- 13. The Sale Date defaults to today's date.
 - The service prevents you from selecting a future sale date.
 - The TRP expiration date is calculated from the date of issuance, not the Sale Date.
 - The TRP should be issued on the day the purchaser takes possession of the vehicle.
- 14. If empty or incorrect, select the State Where Vehicle Will Be Titled from the drop-down list.
- 15. If the vehicle is to be titled in Montana, select the county where the purchaser lives in the **Purchaser County of Residence** drop-down list.



Multiple Vehicles

In rare cases, a VIN may be assigned to multiple vehicles in the MVD or VIN validation systems. If multiple vehicles have the same VIN, the service displays a list of the vehicles on the Search Results page (*Fig. 44*). The Search Results page displays a total number of records found for the VIN and Vehicle Type combination.

- 1. Review the results carefully and select the correct vehicle.
- 2. If the correct vehicle is not displayed in your results, click Create Vehicle.
- 3. To proceed, click Continue.
- 4. To return to the Main Menu page, click **Main Menu**.
- 5. No matter what you select, the Vehicle & Purchaser page displays. For further instructions, please refer to <u>Page 32</u>.

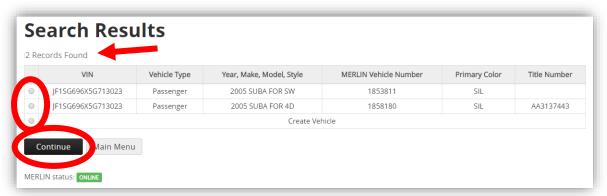


Fig. 44

Purchaser(s) Information

The Purchaser 1 and Purchaser 2 sections display the following information about each purchaser (*Fig. 45*). If the purchaser wants only one name on the title, the page displays only the Purchaser 1 section. If either purchaser's ID matches information in the MVD system, the associated information prepopulates in the respective address text boxes.

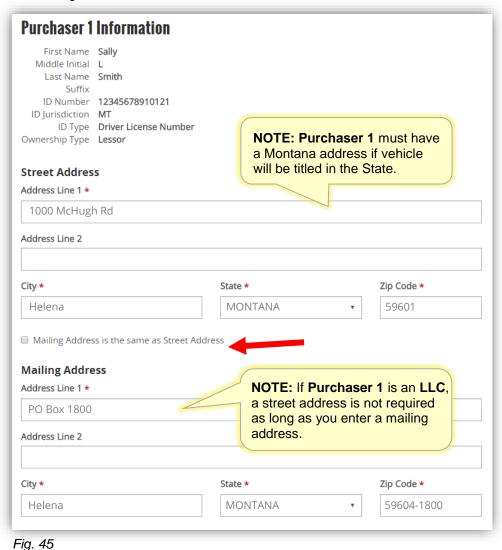
• First Name, Middle Initial, Last Name, Suffix, ID Number, ID Jurisdiction, ID Type, Ownership Type: Information you entered on the Vehicle & Purchaser Search page.

Street Address

- Address Line 1: The purchaser's street address.
- Address Line 2: Additional purchaser street address information.
- City: The city where the purchaser lives.
- State: The state where the purchaser lives.
- ZIP Code: The purchaser's ZIP Code.

Mailing Address

- Address Line 1: The purchaser's mailing address.
- Address Line 2: Additional purchaser mailing address information.
- City: The mailing address city.
- State: The mailing address state.
- ZIP Code: The purchaser's mailing address ZIP Code.
- If empty or incorrect, enter the street address information in the Purchaser 1 and Purchaser 2 sections.
 - A post office box cannot be entered in a street address text box.
 - Enter post office box information in the mailing address text box.
 - If the purchaser does not have a street address, enter a physical address such as "one block from the general store."
- If the purchaser's
 mailing address is
 the same as the
 street address, select
 Mailing Address is
 the same as Street
 Address, and the
 mailing address text
 boxes will populate
 with the street
 address information.



LLC Agent

If you chose **LLC** as the **Ownership Type** for Purchaser 1, enter the LLC agent information (Fig. 46).

Purchaser 1 Informatio	n				
Company Name ID Number 456375364 ID Jurisdiction ID Type Ownership Type LLC	raphy				
Street Address					
Address Line 1 *					
246 Euclid					
Address Line 2					
City *	State *	Zip Code *			
		▼ 59601			
Helena Mailing Address is the same as Mailing Address	MONTANA Street Address				
■ Mailing Address is the same as					
 Mailing Address is the same as Mailing Address Address Line 1 * 					
Mailing Address is the same as Mailing Address Address Line 1 * 246 Euclid Address Line 2		Z[p Code ★			
Mailing Address is the same as Mailing Address Address Line 1 * 246 Euclid	Street Address	Zlp Code * ▼ 59601			
Mailing Address is the same as Mailing Address Address Line 1 * 246 Euclid Address Line 2 City * Helena	Street Address				
Mailing Address is the same as Mailing Address Address Line 1 * 246 Euclid Address Line 2 City * Helena	Street Address	▼ 59601		Suffix	
Mailing Address is the same as Mailing Address Address Line 1 * 246 Euclid Address Line 2 City * Helena	Street Address State * MONTANA	▼ 59601		Suffix	•
Mailing Address is the same as Mailing Address Address Line 1 * 246 Euclid Address Line 2 City * Helena LLC Agent First Name *	Street Address State * MONTANA	▼ 59601 Last Name *	ID Jurisdictio		

Fig. 46

Seller Information

The Seller section displays the following information about the seller (*Fig. 47*). If the seller's ID matches information in the MVD system, the associated information prepopulates in the respective address text boxes.

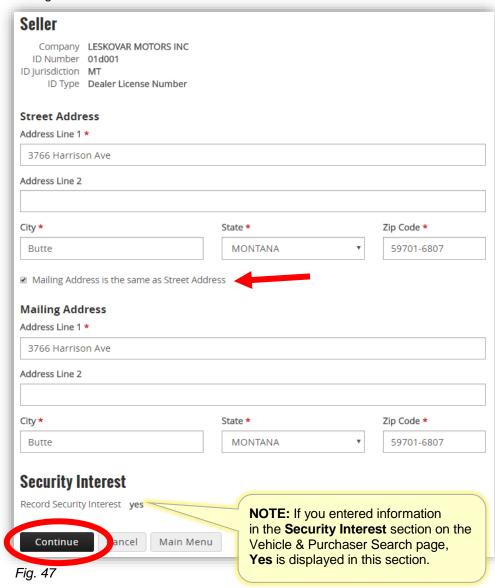
- Company, ID Number, ID Jurisdiction, ID Type: Information you entered on the Vehicle & Purchaser Search page.
 OR
- First Name, Middle Initial, Last Name, Suffix, ID Number, ID Jurisdiction, ID Type: Information you entered on the Vehicle & Purchaser Search page.

Street Address

- Address Line 1 and 2: The seller's street address.
- City: The city where the seller is located.
- State: The state where the seller is located.
- ZIP Code: The purchaser's ZIP Code.

Mailing Address

- Address Line 1 and 2: The seller's mailing address.
- City: The seller's mailing address city.
- State: The seller's mailing address state.
- ZIP Code: The seller's mailing address ZIP Code.
- If empty or incorrect, enter the street address information in the Seller section.
 - A post office box cannot be entered in a street address text box.
 - Enter post office box information in the mailing address text box.
- If the seller's mailing address is the same as the street address, select Mailing Address is the same as Street Address, and the mailing address text boxes populate.
- 3. To proceed, click **Continue**.
- To return to the Vehicle & Purchaser Search page, click Cancel.
- 5. To stop the TRP creation process and return to the Main Menu page, click **Main Menu**.



Enter Security Interest Perfection Information

If you entered information in the Security Interest section on the Vehicle & Purchaser Search page, the service displays a Security Interest Perfection page with the following information about the lien holder (*Fig. 48*). If the ID matches information in the MVD system, the associated information prepopulates in the address text boxes.

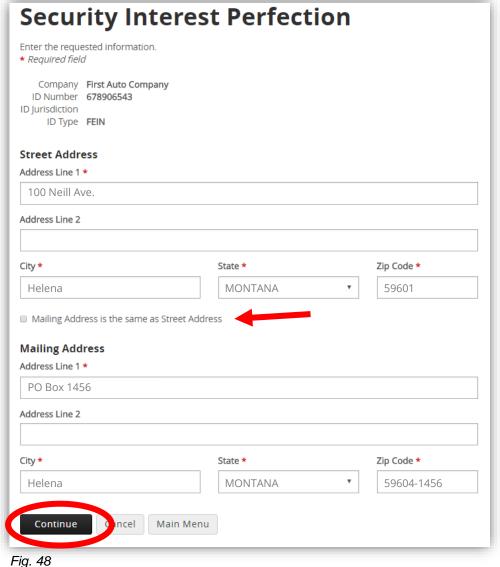
- Company, ID Number, ID Jurisdiction, ID Type: Information you entered on the Vehicle & Purchaser Search page.
 OR
- First Name, Middle Initial, Last Name, Suffix, ID Number, ID Jurisdiction, ID Type: Information you entered on the Vehicle & Purchaser Search page.

Street Address

- Address Line 1 and 2: The lien holder's street address.
- City: The city where the lien holder is located.
- State: The state where the lien holder is located.
- ZIP Code: The lien holder's ZIP Code.

Mailing Address

- Address Line 1 and 2: The lien holder's mailing address.
- City: The lien holder's mailing address city.
- State: The lien holder's mailing address state.
- ZIP Code: The lien holder's mailing address ZIP Code.
- If empty or incorrect, enter the **Street** Address information.
 - A post office box cannot be entered in a street address text box.
 - Enter post office box information in the mailing address text box.
- If the lien holder's mailing address is the same as the street address, select Mailing Address is the same as Street Address, and the Mailing Address text boxes populate.
- 3. To proceed, click **Continue**.
- 4. To return to the Vehicle & Purchaser page, click **Cancel**.
- To stop the TRP creation process and return to the Main Menu page, click Main Menu.



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Verify All Information

- 1. On the Verification page, carefully review the information in following sections (Figs. 49-50, pgs. 40-41):
 - Vehicle
 - Purchaser 1
 - Purchaser 2 (if applicable)
 - LLC Agent (if applicable)
 - Seller
 - Security Interest Perfection (if applicable)

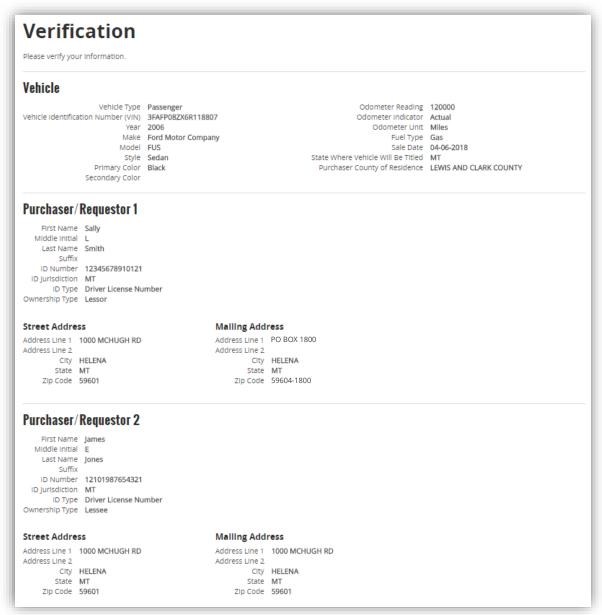


Fig. 49

- 2. The page displays a list of the fees and the total the cost for the transaction (Fig. 50).
- 3. To proceed, click Create Temporary Registration Permit.
- 4. If anything is incorrect, click **Edit** to return to the Vehicle & Purchaser page and correct the information.
- 5. To stop the TRP creation process and return to the Main Menu page, click Cancel.
- 6. For information about how to pay for the TRP, please refer to Page 95.
- 7. For information about how to print the TRP, please refer to <u>Page 98</u>.

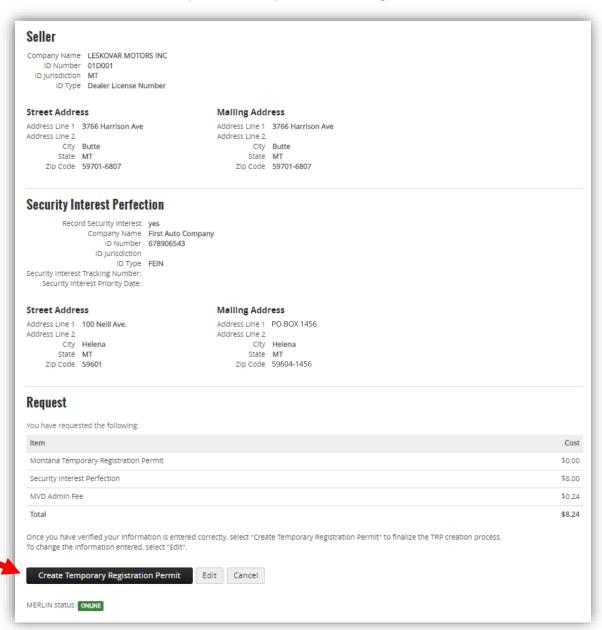


Fig. 50

Private Sale

To issue a **Private Sale** TRP, you must enter the vehicle, purchaser(s), seller information and, if applicable, the lender information. The online TRP service searches for information about the vehicle, purchaser(s), seller, and lender in the MVD and VIN validation systems. Vehicle information is tied to the vehicle's VIN, while purchaser, seller, and lender information is tied to unique ID numbers.

The process of issuing a **Private Sale** TRP is like issuing a **Vehicle Sale** TRP with a few exceptions as follows:

- 1. Select **Private Sale** (*Fig. 51*) as the **Type of TRP to Issue** on the Vehicle & Purchaser Search page.
- Follow the vehicle and purchaser search instructions beginning with Step 2 on <u>Pages 26-31</u>.
 - On the Vehicle & Purchaser Search page, enter the seller's information (Fig. 52-53).
 - In private sale situations, the seller is a private party such as an individual or small business (not an auto dealership).

Who can issue this type of TRP?
Authorized agents and MVD employees.

When is this type of TRP issued? When a customer buys or leases a new or used vehicle from a private party, such as an individual or small business (not an auto dealership).

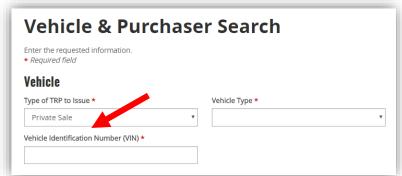


Fig. 51

- 3. To issue a Private Sale TRP, follow the instructions on <u>Pages 32-41</u>.
- 4. For information about how to pay for the TRP, please refer to *Page 95*.
- 5. For information about how to print the TRP, please refer to <u>Page 98</u>.

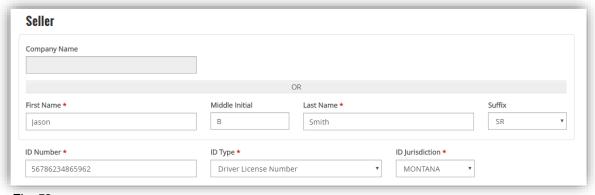


Fig. 52

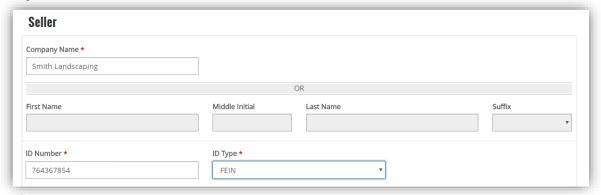


Fig. 53

Plate Order, Limited Use, Single Move, VIN Inspection, Title Paperwork

To issue a **Plate Order, Limited Use, Single Move, VIN Inspection,** or **Title Paperwork** TRP, you must enter the vehicle and purchaser, known as requestor for these TRP types, information. The online TRP service searches for information about the vehicle and requestor(s) in the MVD and VIN validation systems. Vehicle information is tied to the vehicle's VIN, while requestor information is tied to unique ID numbers.

The process of issuing a **Plate Order**, **Limited Use**, **Single Move**, **VIN Inspection**, or **Title Paperwork** TRP is like issuing a **Vehicle Sale** TRP with a few exceptions as follows:

- Select Plate Order, Limited Use, Single Move, VIN Inspection, or Title Paperwork (Fig. 54) as the Type of TRP to Issue on the Vehicle & Purchaser Search page.
- 2. Follow the vehicle and purchaser search instructions beginning with Step 2 on <u>Pages 26-31</u>.
 - If you enter a VIN number for a Plate Order TRP, and the vehicle is not found in the MVD system, you will see an error message (Fig. 55).
 - The Ownership Type defaults to TRP Requestor (Fig. 56) and that is the only choice for these types of TRPs.
 - If there are two requestors, select TRP Requestor as the Ownership Type in the Purchaser/Requestor 2 section.
 - There are no Seller or Security Interest sections for any of these types of TRPs.

Who can issue these types of TRPs? Authorized agents and MVD employees.

When are these types of TRP issued?

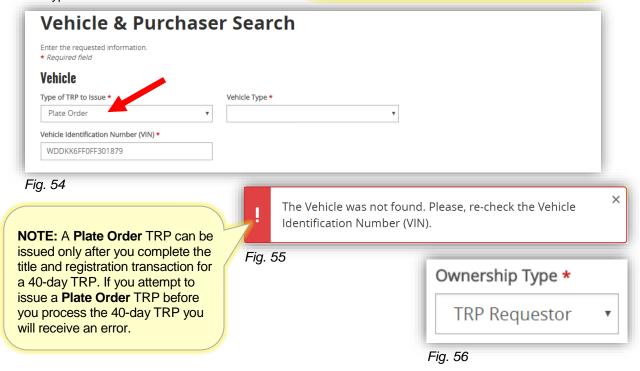
Plate Order – When a customer orders a special license plate or one that is out of stock.

Limited Use – When a customer needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways.

Single Move – When a customer needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways.

VIN Inspection – When a customer needs to drive a vehicle to and/or from a VIN inspection.

Title Paperwork – When the owner of a salvage vehicle or a vehicle requiring a state-assigned vehicle identification number needs to move the vehicle to and from an inspection site prior to applying for a new title. It also is used when a customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided.



- 3. To issue a **Plate Order, Limited Use, Single Move, VIN Inspection**, or **Title Paperwork** TRP, follow the instructions on *Pages 32-41*. The differences are:
 - For a **Limited Use** TRP, you have the option to uncheck **Pay \$50 limited use fee** (*Fig. 57*) on the Vehicle & Purchaser page, if the vehicle is an out-of-state vehicle that is not subject to the limited use fee per Montana law.
 - For a **VIN Inspection** TRP, indicate whether the vehicle is a Salvage Inspection, by selecting **Yes** or **No** from the drop-down menu in the Vehicle section (*Fig. 58*).
 - There are no Seller or Security Interest sections for any of these types of TRPs.
- 4. For information about how to pay for the TRP, please refer to Page 95.
- 5. For information about how to print the TRP, please refer to <u>Page 98</u>.

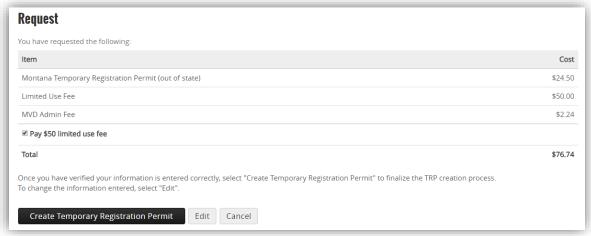


Fig. 57

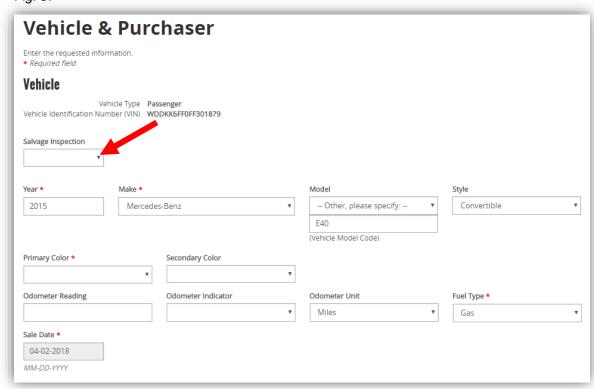


Fig. 58

View Activity

To search for and view information about your organization's transactions and activity, select **View Activity** in the Temporary Registration Permit section on the Main Menu page (*Fig. 59*). Within this section you also can reprint, void, and reissue a TRP, and issue a 90-Day TRP.

NOTE: To view details related to specific search parameters, select **View Specific** in the Temporary Registration Permit section on the Main Menu page. Please be aware that using View Specific provides details related to search parameters, not a report of TRP activity. For more information, please refer to *Page 86*.

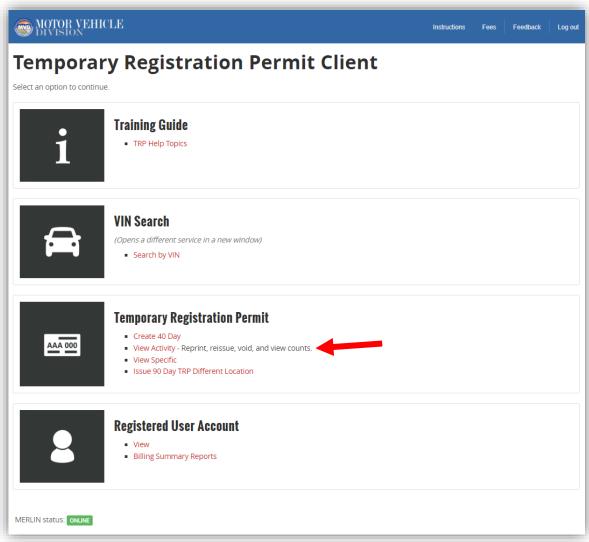


Fig. 59

TRP Activity Date Selection

Select a range of data on the TRP Activity Date Selection page (Fig. 60).

- 1. Select one of the following:
 - Today
 - Last 7 Days
 - Last 40 Days
 - View All

OR

- 2. Enter a Start Date and End Date in the MM-DD-YYYY format or click on the calendar icon,

- 3. To proceed, click Search.
- 4. To return to the Main Menu page, click Main Menu.



Fig. 60

NOTE: From the TRP Activity Results page,

you can reprint, void, and reissue TRPs, and

issue 90-Day TRPs. For instructions, please

refer to Pages 55-85.

TRP Activity Results

The TRP Activity Results page lists TRP activity only for users tied to your account (Fig. 61).

You can view the following information about each TRP:

- **Date/Time:** A timestamp of when the TRP was issued, reissued, or voided.
- TRP Number/TRP Type: Select the TRP number (in red text), to view the TRP details.
- Username: The username of the registered user who issued, reissued or voided the TRP.
- VIN: The VIN with which the TRP is associated.
- SI Perfected: Y is displayed if a security interest perfection letter was created along with the TRP.
- Purchaser 1: The first and last name of Purchaser 1.
- Status: The status of the TRP. For more information about the different statuses, please refer to <u>Page</u> <u>117.</u>
- **Void Reason:** If the TRP was voided, the void reason is displayed. For more information about the different void reasons, please refer to *Page 115*.
- Print: If the Print button is visible, you can click Print to reprint the TRP. For more information on reprinting a TRP, please refer to <u>Page 85.</u>
- Action: Depending on the status of the TRP, you can click Void, Reissue, or Issue 90 Day TRP. For instructions, please refer to <u>Pages 55-84.</u>

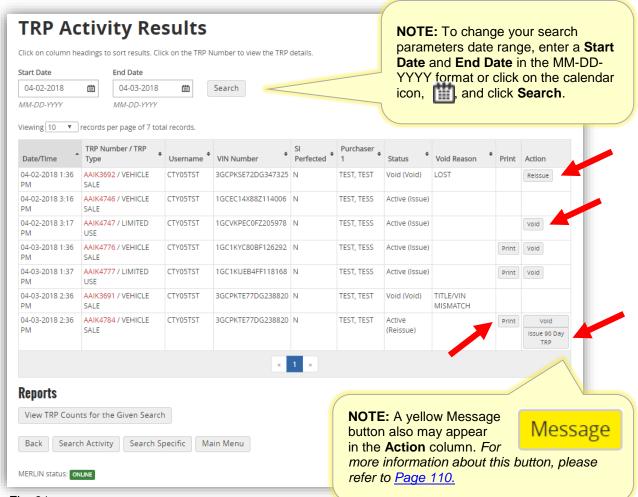


Fig. 61

- 1. To view more records on one page, select 10, 20, 50, or 100 from the **Viewing** drop-down menu (*Fig. 62*).
- If there are more records than can fit on one page, the service indicates the number you are viewing of the total records.
- 3. To sort the information, click on the column headings with arrows.
- 4. To scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 63).
- 5. To view a report displaying aggregate data, click **View TRP Counts for the Given Search** (*Fig. 62*). For more information about the Counts report, please refer to *Page 51*.

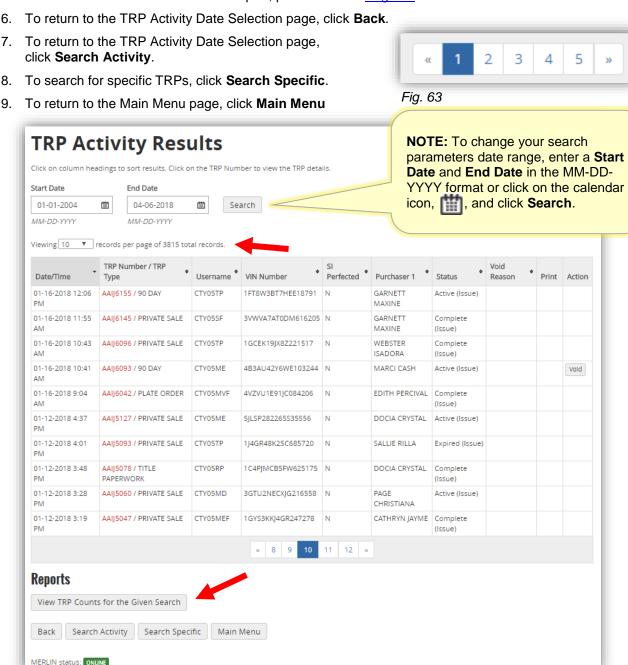


Fig. 62

TRP Details

1. To view details about a TRP from the TRP Activity Results page, select the desired TRP number in red text (Fig. 64).

The page displays applicable vehicle, purchaser(s), LLC agent, seller, and security interest information associated with the TRP (*Figs. 65-66, pgs. 49-50*).

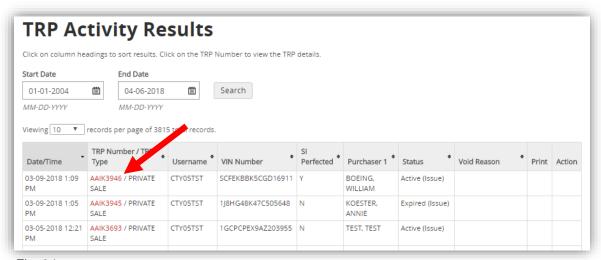


Fig. 64

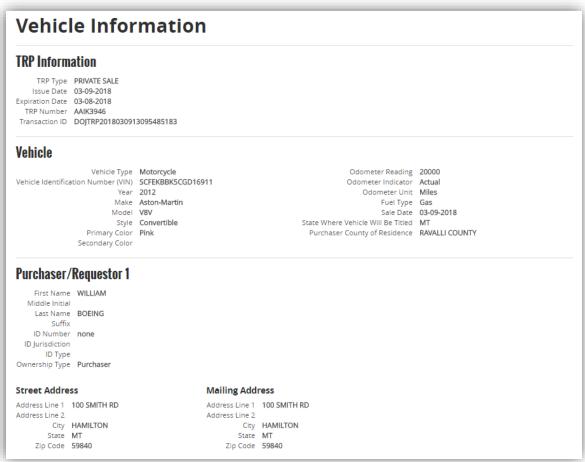


Fig. 65

- 2. To return to the TRP Activity Results page, click Back (Fig. 66).
- 3. To return to the TRP Activity Date Selection page, click Search Activity.
- 4. To search for specific TRPs, click **Search Specific**.
- 5. To return to the Main Menu page, click Main Menu.

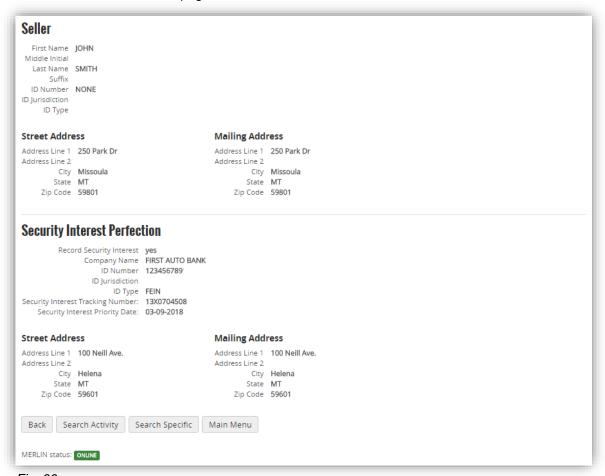


Fig. 66

View TRP Counts

To view a report displaying aggregate data, click **View TRP Counts for the Given Search** on the TRP Activity Results page (*Fig. 67*).

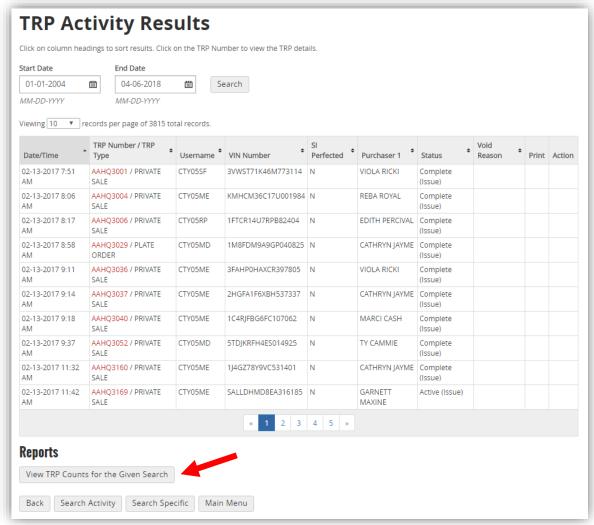


Fig. 67

TRP Counts

- 1. The TRP counts page displays the following summary results within your chosen parameters (Fig. 68):
 - Number of TRPs issued.
 - Number of TRPs reissued.
 - Number of TRPs voided.
 - Number of TRPs printed.
 - Number of TRPs reprinted.
 - Number of SIs perfected.
 - Number of vehicle searches performed.
- 2. The page also displays the date range you selected on the TRP Activity Date Selection or TRP Activity Results page.
- 3. To view the aggregated counts grouped by user ID, click Report Details.
- 4. To return to the TRP Activity Results page, click **Back**.
- 5. To return to the TRP Activity Date Selection page, click **Search Activity**.
- 6. To search for specific TRPs, click **Search Specific**.
- 7. To return to the Main Menu page, click Main Menu

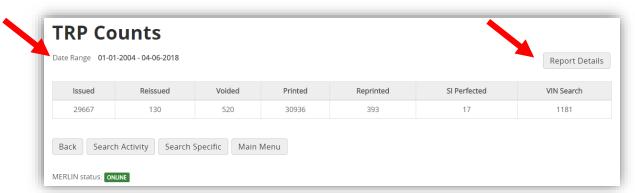


Fig. 68

TRP Count Details

- 1. The TRP Count Details page displays a total number of TRPs grouped by user ID within your chosen parameters (Fig. 69-70, pgs. 53-54):
 - Number of TRPs issued.
 - Number of TRPs reissued.
 - Number of TRPs voided.
 - Number of TRPs printed.
 - Number of TRPs reprinted.
 - Number of SI's perfected.
 - Number of vehicle searches performed.
 - Grand totals for each column.
- 2. The page also displays the date range you selected on the TRP Activity Date Selection or TRP Activity Results page.
- 3. To return to the TRP Counts page, click Back.
- 4. To return to the TRP Activity Date Selection page, click **Search Activity**.
- 5. To search for specific TRPs, click **Search Specific**.
- 6. To return to the Main Menu page, click Main Menu.

TRP Count Details

Date Range 01-01-2004 - 04-06-2018

Customer ID	Username	Issued	Reissued	Voided	Printed	Reprinted	SI Perfected	VIN Search
102765	AGOLD	0	0	0	0	1	0	0
	AISPL01	0	0	0	0	1	0	0
	ANELS	0	0	3	0	0	0	0
	BALLEN	0	0	1	0	1	0	0
	CTY05AMY	0	0	0	0	0	0	1
	CTY05AR1	1610	0	2	1649	11	0	9
	CTY05AS	720	1	2	753	8	0	5
	CTY05CE	324	0	1	328	3	0	2
	CTY05EW	557	3	5	604	10	0	21
	CTY05JA	640	2	1	654	5	0	1
	CTY05JB	430	0	2	434	1	0	1
	CTY05KF	2	0	0	2	1	0	18
	CTY05KG	178	4	2	182	2	0	2
	СТҮ05КЈ	256	0	4	267	2	0	2
	CTY05KW	1703	3	9	1715	17	0	21
	CTY05LA	2134	4	38	2182	35	0	632
	CTY05LS	445	1	5	446	4	0	4
	CTY05LW	0	0	0	0	1	0	0
	CTY05MD	2400	14	17	2567	31	0	11
	CTY05ME	2202	8	23	2419	19	0	13
	CTY05MEF	25	2	0	28	1	0	0
	CTY05MG	942	8	20	1029	5	3	27
	CTY05MVF	2947	12	21	3098	34	1	92
	CTY05PS	968	0	11	1032	11	0	21
	CTY05RP	763	8	10	779	3	0	63

Fig. 69

Grand Totals	51 user(s)	29667	130	520	30936	393	17	1181
	Users	Issued	Reissued	Voided	Printed	Reprinted	SI Perfected	VIN Search
Total		29667	130	520	30936	393	17	1181
	TRB57VM	0	0	22	0	0	0	0
	TRB57VA	0	0	8	0	0	0	0
	TRB57TR	0	0	15	0	0	0	0
	TRB57TA	0	0	5	0	0	0	0
	TRB57SM	0	0	23	0	0	0	0
	TRB57PR	0	0	7	0	0	0	0
	TRB57PG	0	0	4	0	0	0	0
	TRB57LS	0	0	1	0	0	0	0
	TRB57LG	0	0	7	0	0	0	0
	TRB57LC	0	0	18	0	0	0	0
	TRB57KH	0	0	4	0	0	0	0
	TRB57KB	0	0	27	0	0	0	0
	TRB57HK	0	0	3	0	0	0	0
	TRB57DW	0	0	1	0	0	0	0
	TRB57AT	0	0	27	0	0	0	0
	DMV23	0	0	6	0	0	0	0
	DMV16	0	0	2	0	0	0	0
	DMV15	0	0	31	0	0	0	0
	DMV03	0	0	13	0	0	0	0
	CTY05TZ	209	1	3	221	22	0	31
	CTY05TST	47	11	26	0	1	13	3
	CTY05TP	5851	34	58	6070	50	0	40
	CTY05SO	49	0	2	61	7	0	44
	CTY05SH	1518	0	11	1584	33	0	24
	CTY05SF	2664	14	19	2748	69	0	92

Fig. 70

Void, Reissue, Cancel, or Close a TRP

Depending on the status and the expiration date of the TRP, you can void, reissue, cancel and close any type of TRP

Reissue: Lost, Stolen, Damaged

- 1. To void and reissue a TRP that has been lost, stolen, or damaged, click **Void** in the desired row on the TRP Activity Results page (*Fig. 71*).
 - The service displays the Void button only for eligible vehicles.
 - You can void a TRP before the permit expires and before the registration process has been started for the following reasons:
 - If the TRP was damaged or destroyed after the initial permit was placed on the vehicle and the TRP must be reissued.
 - o If the purchaser lost the TRP and the permit must be reissued.
 - If the TRP was stolen and permit must be reissued.
- 2. Select **Damaged**, **Lost**, or **Stolen** from the drop-down menu (*Fig. 72*). If a security interest had been perfected, the security interest number displays on the page.
- 3. To proceed, click Continue.
- 4. To return to the TRP Activity Results page, click Cancel. **NOTE:** You also can reprint, void. **TRP Activity Results** and reissue TRPs, and issue 90-Day TRPs from the TRP Specific Click on column headings to sort results. Click on the TRP Number to view the TRP details Results page. For more information Start Date End Date about how to search for a specific 03-08-2018 03-09-2018 Search TRP, please refer to Page 86. MM-DD-YYYY MM-DD-YYYY Viewing 50 ▼ records per page of 189 total records. Date/Time TRP Number / TRP
 Type Perfected Purchaser 1 Status ♦ Void Reason ♦ Print Action CARLOS, ERICA, 03-09-2018 9:50 AAIK3913 / VEHICLE TRB57TST 1GNSKCKC8GR195645 N Active (Issue) SALE MARIE 03-09-2018 9:39 AAIK3912 / VEHICLE IOHNSON, FRED. Active TRB57TST 518YD3H59HL000583 Void SALE (Reissue) Issue 90 Day TRP 03-09-2018 9:38 AAIK3648 / VEHICLE TRB57TST 5J8YD3H59HL000583 JOHNSON, FRED, Void (Void) TITLE/VIN MISMATCH Fig. 71 **Vehicle**

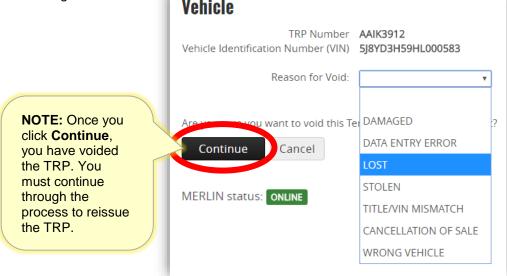


Fig. 72

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Verification

- 1. Review the information and click Reissue Temporary Registration Permit (Fig. 73).
- The Print TRP page displays. For information about how to print the TRP, please refer to <u>Page 98</u>.

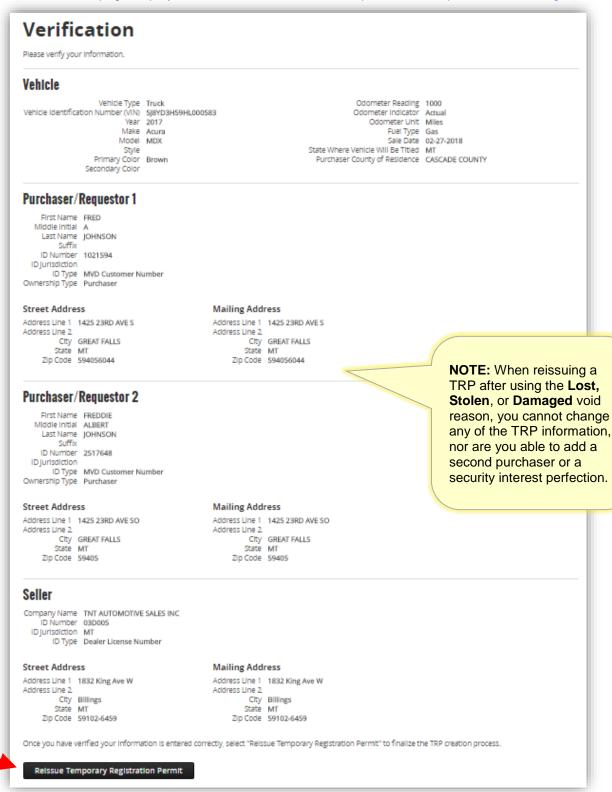


Fig. 73

TRP Activity Results

After you void the TRP using a **Lost, Stolen**, or **Damaged** reason, the TRP's status of Void (Void) and the void reason are listed on the TRP Activity Results page (*Fig. 74*).

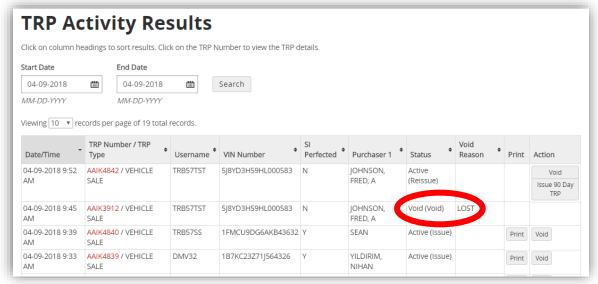


Fig. 74

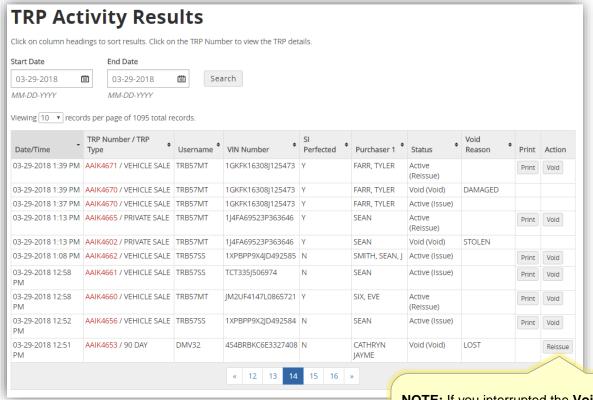


Fig. 75

NOTE: If you interrupted the **Void** and **Reissue** process, you must find the TRP on the TRP Activity Results page and click **Reissue** to complete the process (*Fig. 75*).

Reissue: Title/VIN Mismatch

- 1. To void and reissue a TRP if the title and VIN do not match, click in the desired row on the TRP Activity Results page (*Fig. 76*).
 - The service displays the Void button only for eligible vehicles.
 - If the title and VIN do not match, you can void a TRP before the permit expires and before the registration process has been started.
 - The TRP must be reissued.
- Select Title/VIN Mismatch from the drop-down menu (Fig. 77).
 - This removes the title information from the TRP and allows you to reissue the permit.
 - If a security interest had been perfected, the security interest number displays on the page.
- 3. To proceed, click **Continue** and the Print TRP page displays.
- 4. To return to the TRP Activity Results page, click Cancel.
- 5. For information about how to print the TRP, please refer to Page 98.

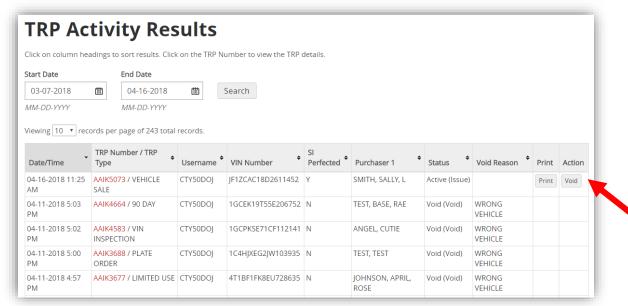
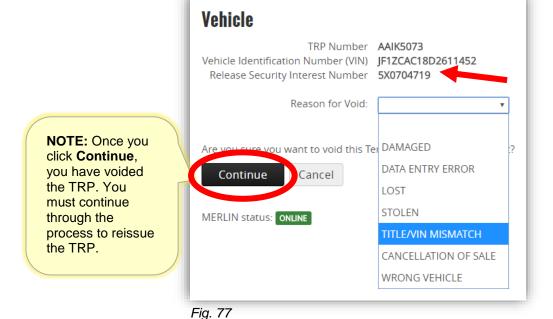


Fig. 76



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Verification

1. Review the information (Figs. 78-79, pgs. 59-60).

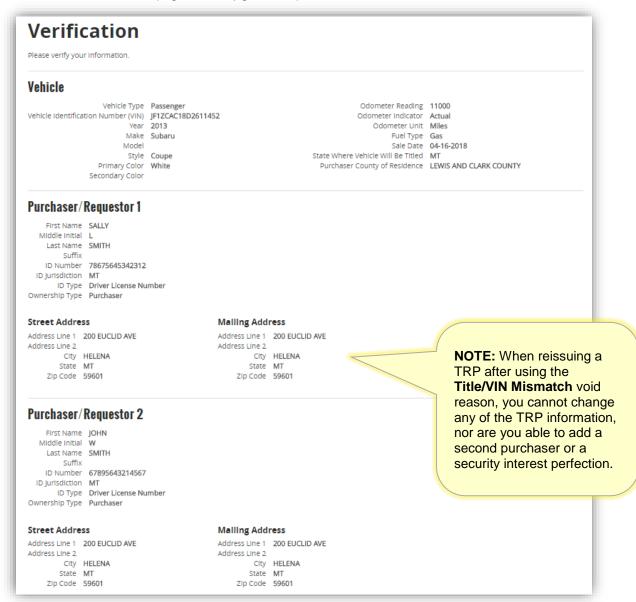


Fig. 78

- 2. Click Reissue Temporary Registration Permit (Fig. 79).
- 3. The Print TRP page displays. For information about how to print the TRP, please refer to Page 98.

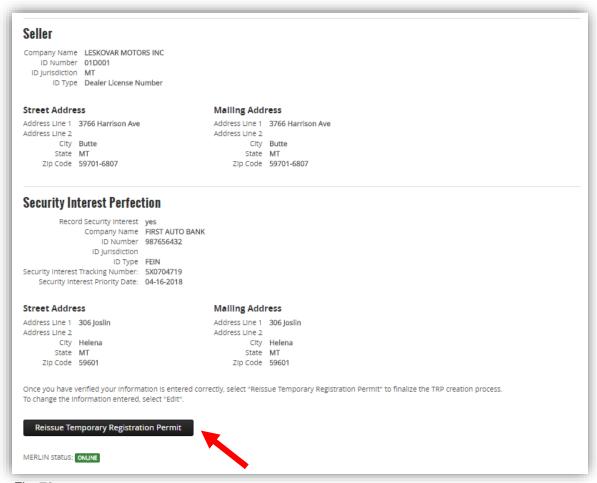


Fig. 79

TRP Activity Results

After you void the TRP because of a Title/VIN Mismatch, the TRP's status of Void (Void) and the void reason are listed on the TRP Activity Results page (Fig. 80).

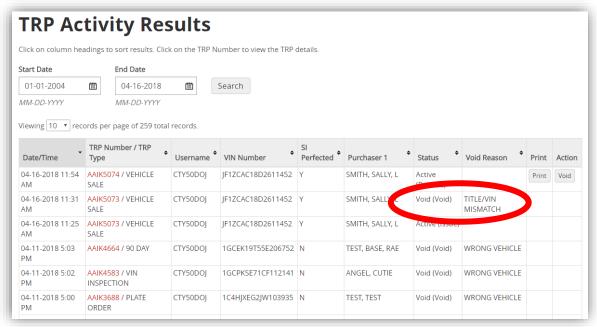
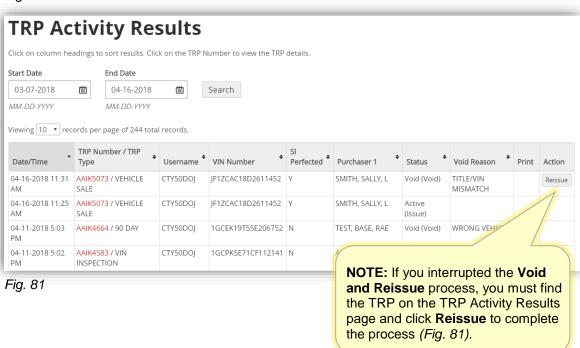


Fig. 80

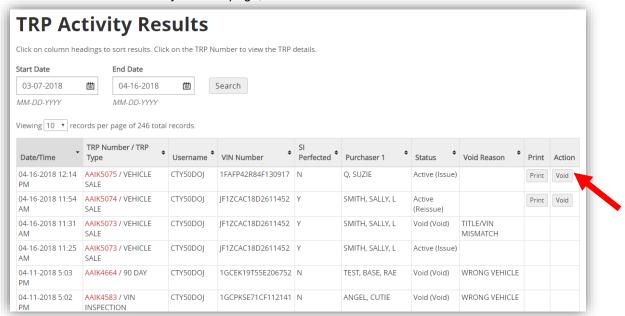


Reissue: Data Entry Error

- 1. To void and reissue a TRP because of a data entry error, click **Void** in the desired row on the TRP Activity Results page (*Fig. 82*).
 - The service displays the Void button only for eligible vehicles.
 - You can void a TRP before the permit expires and before the registration process has been started if
 you need to:
 - o Correct vehicle, purchaser, LLC agent, seller, or security interest perfection information.
 - Add or remove a second purchaser.
 - Add or cancel a security interest perfection.
 - The TRP must be reissued with the correct information.
- 2. Select **Data Entry Error** from the drop-down menu (*Fig. 83*). If a security interest had been perfected, the security interest number displays on the page.
- 3. To proceed, click Continue.

Fig. 82

4. To return to the TRP Activity Results page, click Cancel.



Vehicle TRP Number AAIK5075 Vehicle Identification Number (VIN) 1FAFP42R84F130917 Reason for Void: NOTE: Once you click Continue, ou want to void this Ter DAMAGED you have voided the TRP. You DATA ENTRY ERROR Continue Cancel must continue LOST through the process to reissue STOLEN MERLIN status: ONLINE the TRP. TITLE/VIN MISMATCH CANCELLATION OF SALE WRONG VEHICLE

Fig. 83

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Search for Vehicle & Purchaser

- 1. On the Vehicle & Purchaser Search page, review and change any information as needed (Figs. 84-87, pgs. 63-64).
 - You cannot change any information in gray text boxes, unless noted.
- 2. To remove a second purchaser, delete the information in the Purchaser 2 section (Fig. 86).

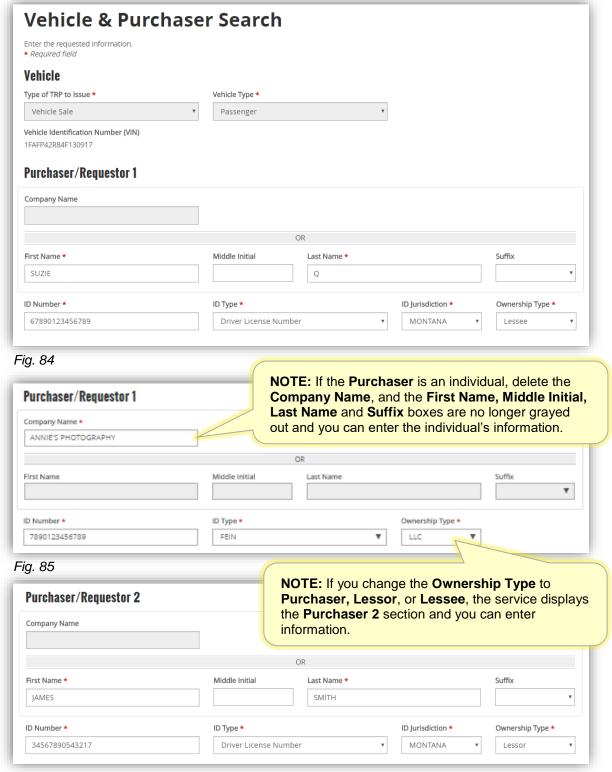


Fig. 86

3. If you have multiple dealer licenses or if you are reissuing a **Courtesy Delivery** TRP, you can select a different dealer as the seller (*Fig. 87*).

Add or Cancel a Security Interest

- 1. To add a security interest perfection, enter the lender information in the Security Interest section (Fig. 87).
- 2. To change the lender, enter the new lender information in the Security Interest section.
- 3. To cancel a security interest perfection, delete the information in the Security Interest section.
- 4. To proceed, click Continue.

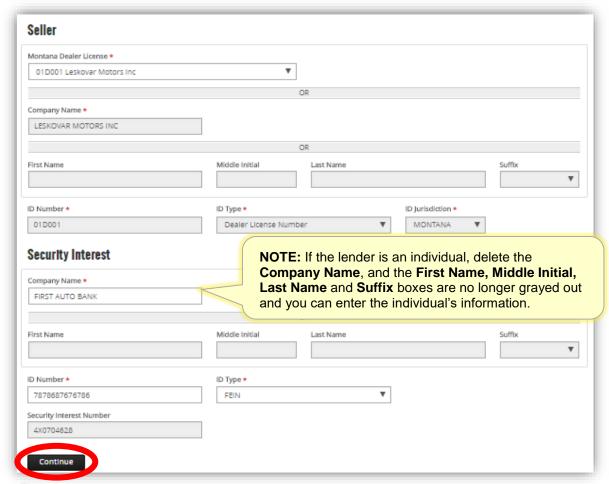


Fig. 87

Change Vehicle & Purchaser Information

On the Vehicle & Purchaser page, review and change information as needed (Figs. 88-92, pgs. 65-69).

Vehicle Information

In the Vehicle section, change or add any information as needed (Fig.88). Information in the gray text boxes cannot be changed.

Vehicle	& Purc	haser					
Enter the requested in * Required field	nformation.						
Vehicle							
Vehicle Identification	Vehicle Type Pas Number (VIN) 1FA						
Year *	Make *			Model		Style	
2004	Ford Mot	or Company	•	MUS	•	Coupe	•
Primary Color *		Secondary Color					
Yellow	•		▼				
Odometer Reading		Odometer Indicator		Odometer Unit		Fuel Type *	
52241		Actual	•	Miles	•	Gas	•
Sale Date *	State Where	Vehicle Will Be Titled *		Purchaser County of Residence *			
04-16-2018	MONTAN	A	*	MISSOULA COUNTY		•	
MM-DD-YYYY				Only if vehicle will be titled in Mo	ntana		

Fig. 88

Purchaser(s) Information

1. In the Purchaser 1 Information section, change or add any address information as needed (Fig. 89).

Purchaser 1	Information		
First Name			
Middle Initial	30212		
Last Name	Q		
Suffix			
	67890123456789		
ID Jurisdiction			
Ownership Type	Driver License Number Lessee		
Street Addres	ss		
Address Line 1 *			
246 Ridgeway			
Address Line 2			
City *		State *	Zip Code *
City *		State * MONTANA ▼	Zip Code * 59847
Lolo Mailing Addres Mailing Addres	ss is the same as Street Ad	MONTANA •	cannot be entered in a Enter post office box
Lolo Mailing Addres		MONTANA with the distribution of the distribu	cannot be entered in a Enter post office box
Lolo Mailing Addres Mailing Addres		MONTANA with the distribution of the distribu	cannot be entered in a Enter post office box
Lolo Mailing Addres Mailing Addres Address Line 1 *		MONTANA with the distribution of the distribu	cannot be entered in a Enter post office box
Lolo Mailing Addres Mailing Addres Address Line 1 * PO Box 246		MONTANA with the distribution of the distribu	cannot be entered in a Enter post office box
Lolo Mailing Addres Mailing Addres Address Line 1 * PO Box 246		MONTANA with the distribution of the distribu	cannot be entered in a Enter post office box

Fig. 89

1. In the Purchaser 2 Information section, change or add any address information as needed (*Fig. 90*). The Purchaser 2 section appears only if the original TRP had a second purchaser or you added one on the Vehicle & Purchaser search screen (*Fig. 86, pg. 63*).

Purchaser 2	2 Information		
First Name	JAMES		
Middle Initial			
Last Name			
Suffix			
ID Number ID Jurisdiction	34567890543217		
	Driver License Number		
Ownership Type			
Street Address	;s		
Address Line 1 *			
100 Bitterroot	Dr		
Address Line 2			
City *		State *	Zip Code *
Lolo		MONTANA •	59847
Mailing Address	ss is the same as Street Addr		annot be entered in a
Mailing Addre	ess	NOTE: A post office box of street address text box. Experimental information in the mailing	nter post office box
_	ess	street address text box. E	nter post office box
Address Line 1 *	ess	street address text box. E	nter post office box
Address Line 1 * PO Box 195	ess	street address text box. E	nter post office box
Address Line 1 * PO Box 195	ess	street address text box. E	nter post office box

Fig. 90

2. If Purchaser 1 is an LLC, the LLC Agent section displays and you can change any LLC agent information as needed (*Fig. 91*).

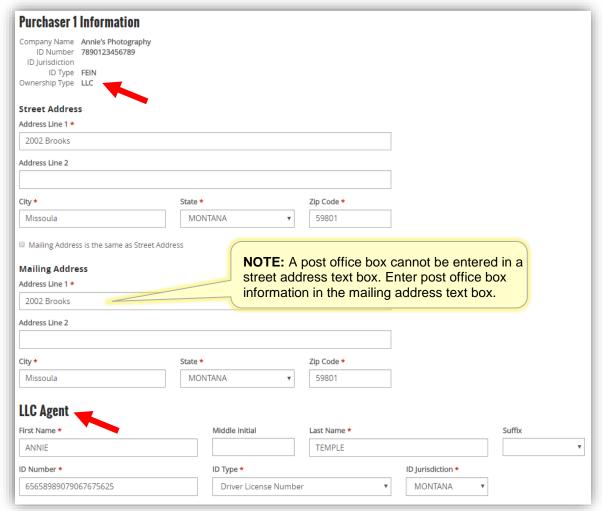


Fig. 91

Seller Information

- 1. In the Seller section, change or add any address information as needed (Fig. 92).
- 2. To proceed, click Continue.

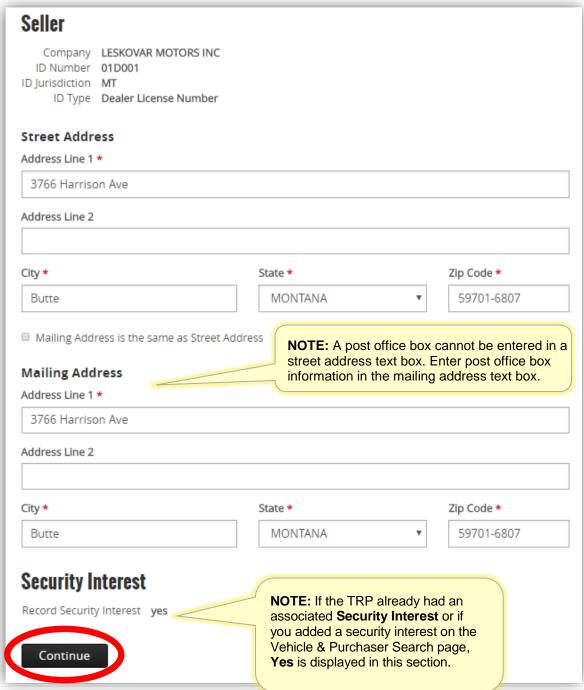


Fig. 92

Change Security Interest Information

- 1. If the original TRP had a security interest or you added one on the Vehicle & Purchaser Search page (*Fig.* 87, pg. 64), the service displays the Security Interest Perfection information (*Fig.* 93).
- 2. Change or add any lender address information as needed.
- 3. To proceed, click Continue.

Security Interes	st Perfection	
Enter the requested information. * Required field		
Company First Auto Bank ID Number 7878687676786 ID Jurisdiction ID Type FEIN		
Street Address		
Address Line 1 *		
8001 Hwy 93		
Address Line 2		
City *	State *	Zip Code *
Lolo	MONTANA ▼	59847
Mailing Address is the same as Street AddMailing AddressAddress Line 1 *		
PO Box 2000		
Address Line 2		
City *	State *	Zip Code *
Lolo	MONTANA ▼	59847
Continue MERLIN status: ONLINE		

Fig. 93

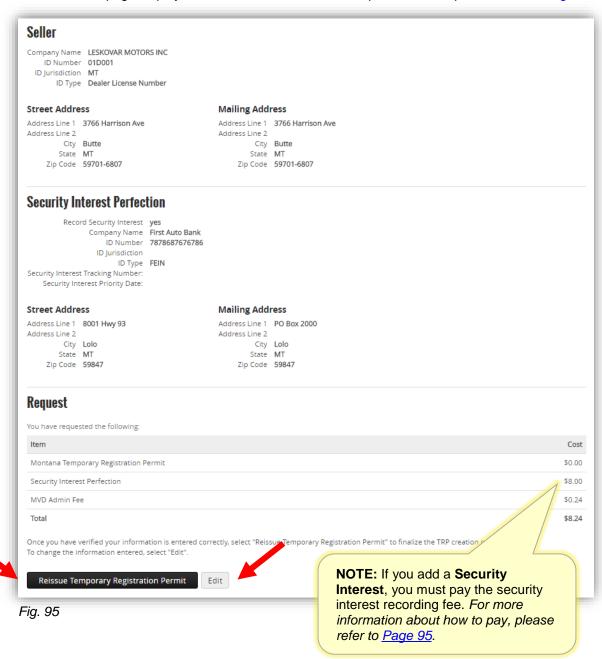
Verify All Information

- 1. On the Verification page, carefully review the information in following sections (Figs. 94-95, pgs. 71-72):
 - Vehicle
 - Purchaser 1
 - Purchaser 2 (if applicable)
 - LLC Agent (if applicable)
 - Seller
 - Security Interest Perfection (if applicable)



Fig. 94

- 2. If anything is incorrect, click **Edit** (*Fig. 95*) to return to the Vehicle & Purchaser page and correct the information.
- 3. To proceed, click Reissue Temporary Registration Permit.
- 4. The Print TRP page displays. For information about how to print the TRP, please refer to Page 98.



TRP Activity Results

After you void the TRP using the Data Entry void reason, the TRP's status of Void (Void) and the void reason are listed on the TRP Activity Results page (Fig. 96).

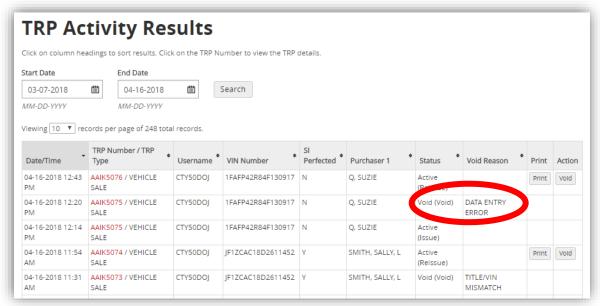


Fig. 96

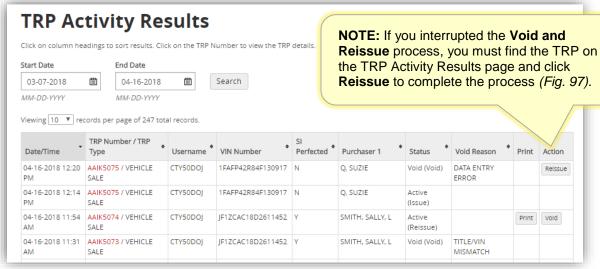


Fig. 97

Void and Close: Before Permit Expires

To void and close a TRP because the customer no longer wants the vehicle or no longer needs the permit, if a county employee selects the incorrect vehicle type, or if the TRP was issued to the wrong vehicle, click **Void** in the desired row on the TRP Activity Results page (*Fig. 98*).

- The service displays the Void button only for eligible vehicles.
- The Cancellation of Sale, Cancel Permit, and Wrong Vehicle void reasons can be used only *before* permit expires and *before* title and registration transaction has been processed by an authorized agent.

Cancellation of Sale

Use the Cancellation of Sale void reason if customer no longer wants the vehicle.

- The Cancellation of Sale reason is available only for Vehicle Sale, Private Sale, and Courtesy Delivery TRPs.
- A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to the note below.
- This action voids the TRP.
- A new TRP can be issued to the vehicle.
- 1. Select **Cancellation of Sale** from the drop-down menu (*Fig. 99*). If a security interest had been perfected, the security interest number displays on the page.
 - To proceed, click Continue.
 - To return to the TRP Activity Results page, click Cancel.

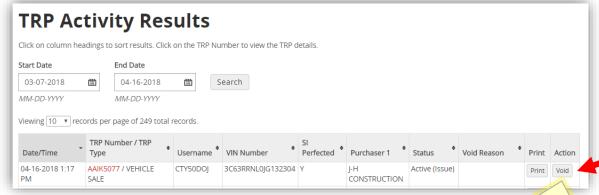
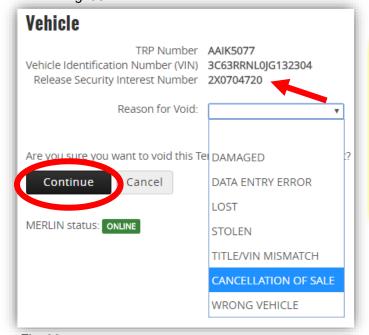


Fig. 98



NOTE: If you void a TRP using the Cancellation of Sale reason on the same day it was issued, you must call the MVD at 406-444-3661. A TRP fee will not be charged; a refund will appear on your registered user or credit or debit card account.

If you void a TRP within the permit's 40-day timeframe, you must send the TRP fee to the MVD. The MVD performs monthly audits and notifies your dealership of outstanding TRP fees.

Email questions to dojdealerinfo@mt.gov.

Fig. 99

- 2. The page displays a confirmation (Fig. 100).
 - The TRP is voided.
 - A new TRP can be issued to the vehicle.
 - A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to <u>Page 74</u>.
 - If a security interest had been perfected, the page notes that it has been canceled.
- 3. To return to the TRP Activity Results page, click TRP Activity Results.
- 4. To return to the Main Menu page, click Main Menu.
- 5. After you void the TRP using the Cancellation of Sale reason, click **TRP Activity Results** (*Fig. 100*) to see the permit's status listed as Void (Void) on the TRP Activity Results page (*Fig. 101*).

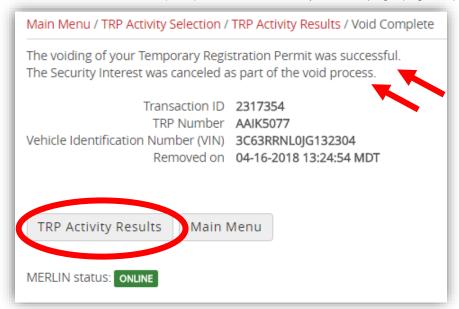


Fig. 100

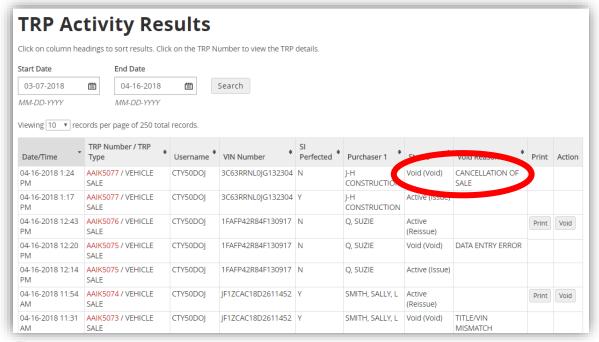


Fig. 101

Cancel Permit

Use the Cancel Permit void reason if the customer no longer needs the permit or if a county employee selects the incorrect vehicle type.

- The Cancel Permit reason is available for Plate Order, Limited Use, Single Move, VIN Inspection, Title Paperwork, SI Demo, Auto Auction, and 90-Day TRPs.
- This action voids the TRP.
- A new TRP can be issued to the vehicle.
- 1. Select **Cancel Permit** from the drop-down menu *(Fig. 102)*. If a security interest had been perfected, the security interest number displays on the page.
 - To proceed, click Continue.
 - To return to the TRP Activity Results page, click Cancel.
- 2. The service displays a confirmation (Fig. 103).
 - The TRP is voided.
 - A new TRP can be issued for the vehicle.
 - If a security interest had been perfected, the page notes that it has been canceled.
- 3. To return to the TRP Activity Results page, click TRP Activity Results.
- 4. To return to the Main Menu page, click Main Menu.
- 5. After you void the TRP using the Cancel Permit reason, click **TRP Activity Results** (Fig. 103) to see the status is listed as Void (Void) on the TRP Activity Results page (Fig. 104).

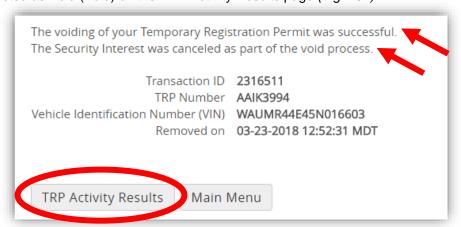


Fig. 103

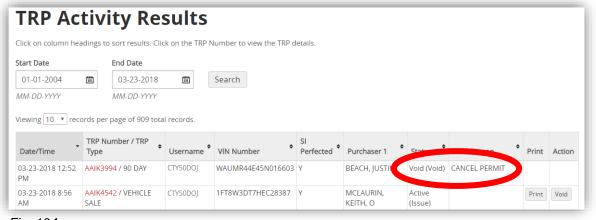


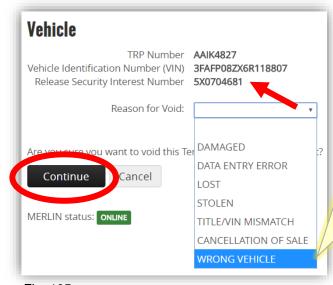
Fig. 104

Fig. 102

Wrong Vehicle

Use the Wrong Vehicle void reason if the vehicle VIN for the customer does not match the VIN to which the TRP was issued.

- The Wrong Vehicle reason is available for all types of TRPs.
- A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to the note below.
- This action voids the TRP.
- After voiding the TRP, you can issue a TRP for the correct vehicle.
- 1. Select **Wrong Vehicle** from the drop-down menu (*Fig. 105*). If a security interest had been perfected, the security interest number displays on the page.
 - To proceed, click Continue.
 - To return to the TRP Activity Results page, click Cancel.



NOTE: If you void a Vehicle Sale, Private Sale, or Courtesy Delivery TRP using the Wrong Vehicle reason on the same day it was issued, you must call the MVD at 406-444-3661. A TRP fee will not be charged; a refund will appear on your registered user or credit or debit card account.

If you void a TRP within the permit's 40-day timeframe, you must send the TRP fee to the MVD. The MVD performs monthly audits and notifies your dealership of outstanding TRP fees

Email questions to dojdealerinfo@mt.gov.

Fig. 105

- 2. The page displays confirmation information (Fig. 106).
 - A fee may be charged if the TRP was marked for a purchaser who planned to title the vehicle in Montana. For more information, please refer to <u>Page 77.</u>
 - The TRP is voided.
 - If a security interest had been perfected, the page notes that it has been canceled.
 - A new TRP now can be issued for the correct vehicle.
- 3. To return to the TRP Activity Results page, click TRP Activity Results.
- 4. To return to the Main Menu page, click Main Menu.
- After you void the TRP using the Wrong Vehicle reason, click TRP Activity Results (Fig. 106) to see the status is listed as Void (Void) on the TRP Activity Results page (Fig. 107).

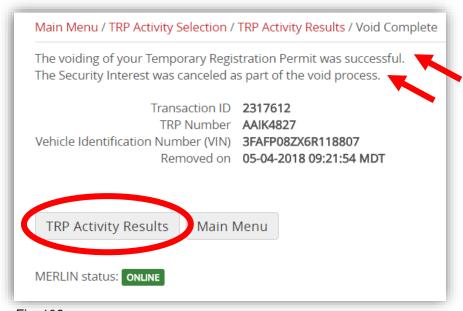


Fig. 106



Fig. 107

Void and Close: After Permit Expires

To void and close a TRP when the vehicle sale is canceled because the purchaser no longer wants to buy the vehicle *after* the permit expires, click **Void** in the desired row on the TRP Activity Results page (*Fig.* 108).

• The service displays the Void button only for eligible vehicles.

Cancellation of Sale

Cancellation of Sale is the *only* void reason that can be used *after* a TRP expires and *before* the title and registration transaction has been processed by an authorized agent.

- The Cancellation of Sale reason is available only for Vehicle Sale, Courtesy Delivery, and Private Sale TRPs.
- The fee is still due if the TRP was marked for a purchaser who planned to title the vehicle in Montana.
- This action voids the TRP.
- The vehicle can be sold to another purchaser.

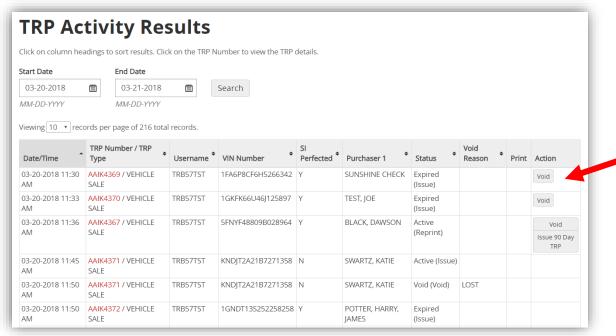


Fig. 108

- 1. Select **Cancellation of Sale** from the drop-down menu (*Fig. 109*). If a security interest had been perfected, the security interest number displays on the page.
 - To proceed, click Continue.
 - To return to the TRP Activity Results page, click Cancel.
- 2. The page displays confirmation information (Fig. 110).
 - The TRP is voided.
 - If a security interest had been perfected, the page notes that it has been canceled.
 - A new TRP can be issued to the vehicle.
 - The fee must be paid before another TRP can be issued.
- 3. To return to the TRP Activity Results page, click TRP Activity Results.
- 4. To return to the Main Menu page, click Main Menu.
- 5. After you void the TRP using the Cancellation of Sale reason, click **TRP Activity Results** (*Fig. 110*) to see the status is listed as Void (Voidx) on the TRP Activity Results page (*Fig. 111*). Voidx is used to indicate that the TRP was voided *after* the expiration date.

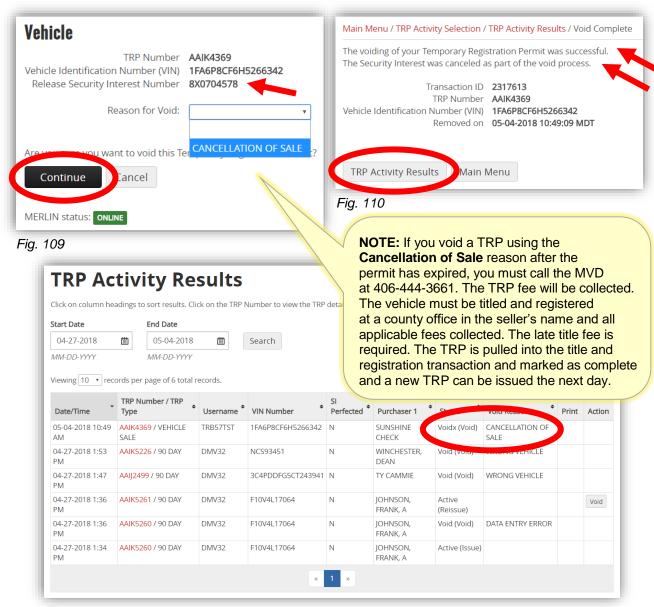


Fig. 111

Issue a 90-Day TRP

You may need to issue a 90-Day temporary registration permit for various reasons such as the customer missing a prior title or security interest release necessary for transferring ownership. This type of permit replaces a previously issued 40-day **Vehicle Sale** or **Private Sale** TRP as an extended permit for the customer.

There are three ways to search for a TRP and issue a 90-Day TRP:

 Using View Activity. For more information about how to search for a 40-day TRP using View Activity, please refer to <u>Page 45</u>.

90-Day TRP Requirements

- The 90-Day option is available from 10 days prior to the expiration of the 40-day TRP to within 10 days after its expiration.
- The purchaser and seller information from the 40-day TRP carries over to the 90-Day permit.
- The new TRP will have a different TRP number.
- A vehicle can have only one active TRP at a time.
- The 40-day TRP's status is changed to "expired" when you issue a 90-Day TRP if the 40-day TRP has not expired yet.
- You cannot issue another TRP for the vehicle until the 90-Day permit is complete or void and the 40-day permit has been paid for.
- You cannot issue two 90-Day permits in a row for the same vehicle.
- You cannot issue a 90-Day TRP for a vehicle that will be titled out of state.
- You cannot change the purchaser or seller information nor file a security interest when issuing a 90-Day TRP.
- Using View Specific. For more information about how to search for a 40-day TRP using View Specific, please refer to <u>Page 86</u>.
- By selecting Issue 90 Day TRP Different Location on the Main Menu page.

View Activity/View Specific

To issue a 90-Day TRP, click **Issue 90 Day TRP** in the desired row on the TRP Activity Results (*Fig. 112*) or TRP Specific Results page (*Fig. 113*). The service displays the 90-Day button only for eligible vehicles.

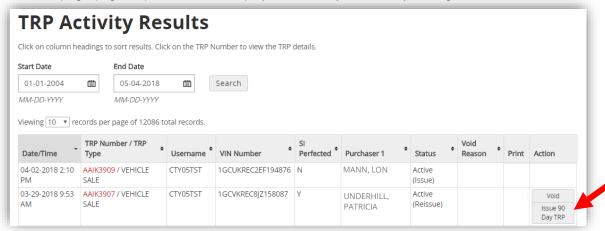


Fig. 112

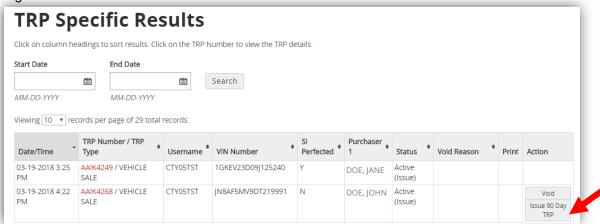


Fig. 113

Issue 90-Day TRP from a Different Location

To issue a 90-Day TRP from a different location:

- 1. Click **Issue 90 Day TRP Different Location** in the Temporary Registration Permit section on the Main Menu page (*Fig. 114*).
- 2. Enter the VIN on the Issue 90 Day TRP page (Fig. 115).
- 3. Click Continue.

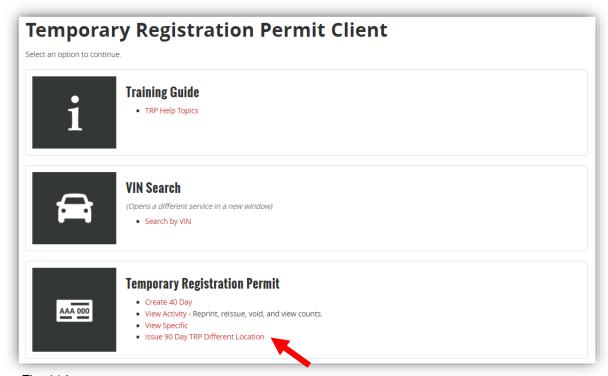


Fig. 114

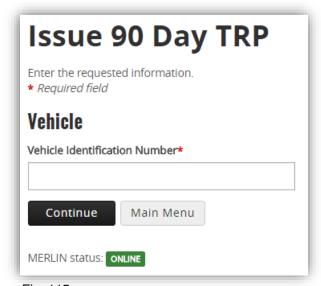


Fig. 115

Verify All Information

- 1. On the Verification page, carefully review the information in following sections (Figs. 116-117, pgs. 83-84):
 - Vehicle
 - Purchaser 1
 - Purchaser 2 (if applicable)
 - LLC Agent (if applicable)
 - Seller
 - Security Interest Perfection (if applicable)

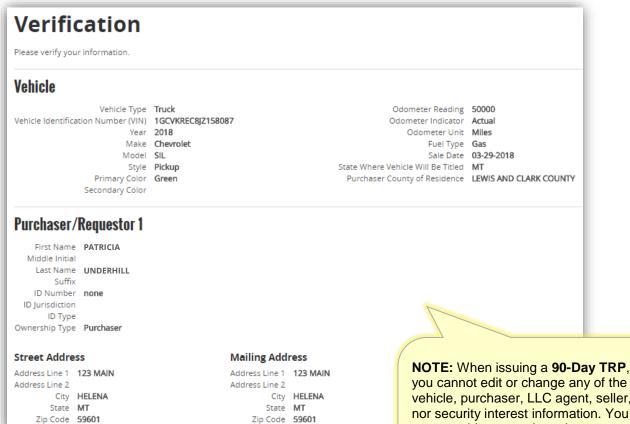


Fig. 116

NOTE: When issuing a **90-Day TRP**, you cannot edit or change any of the vehicle, purchaser, LLC agent, seller, nor security interest information. You cannot add a second purchaser nor a security interest perfection. If a second purchaser and a security interest perfection are required, they must have been part of the initial 40-day TRP.

- 2. After verifying the TRP information, scroll to the bottom of the page to view the cost for the 90-Day permit (Fig. 117).
- 3. If the page displays the correct TRP, click Create 90 Day Temporary Registration Permit.
- 4. For information about how to pay for the TRP, please refer to Page 95.
- 5. For information about how to print the TRP, please refer to Page 98.

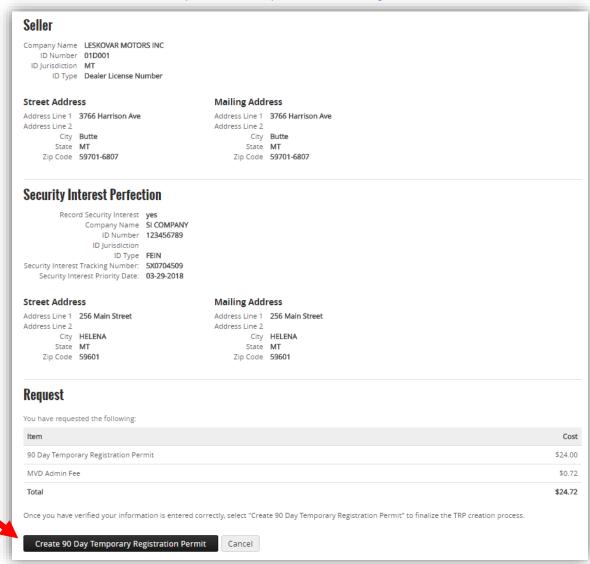


Fig. 117

Reprint a TRP

You can reprint a TRP if you need another copy of same TRP *and* the purchaser has not left your office. This typically occurs if a TRP is damaged during printing.

- You can reprint a TRP without voiding it, only on same day that it is issued.
- If you need to reprint TRP *after* the day it was issued, you must void TRP and reissue it. For more information on voiding and reissuing a TRP, please refer to <u>Page 55</u>.
- 1. To reprint a TRP, click Print in the desired row on the TRP Activity Results page (Fig. 118).

2. On the Reprint TRP page (Fig. 119), you can choose to print the TRP and/or the receipt and/or the SI

Perfection Letter if applicable.

Use the drop-down menu to select your option.

- The date and time that the TRP was reprinted is displayed on the Reprint TRP page.
- 3. To proceed, click Print.
 - The service generates an Adobe PDF file that you can save and/or print. For more information about Adobe PDF files, please refer to <u>Page 7</u>.

NOTE: The information on the printed TRP is exactly the same as it was on the original TRP.

4. To return to the Main Menu page, select **Main Menu**.

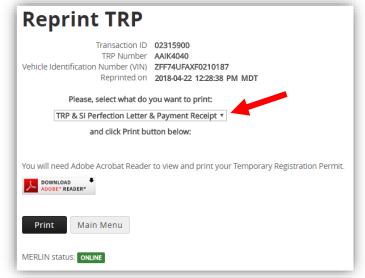


Fig. 119

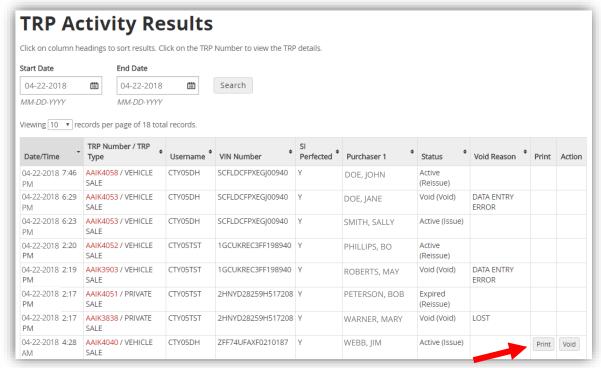


Fig. 118

View Specific

To search for TRPs using specific parameters such as a VIN, temporary registration permit number, Purchaser 1's first and/or last name, select **View Specific** in the Temporary Registration Permit section on the Main Menu page (*Fig. 120*). Please be aware that using View Specific provides details related to search parameters, not a report of TRP activity.

NOTE: To search for and view information about your organization's transactions and activity, select **View Activity** in the Temporary Registration Permit section on the Main Menu page. For more information, please refer to <u>Page 45</u>.

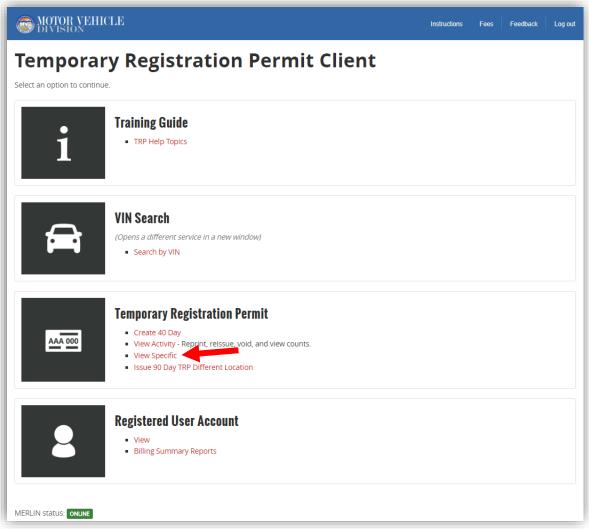


Fig. 120

TRP Specific Selection

- 1. To filter the information, enter one of the following (Fig. 121):
 - VIN
 - Optional Start Date and End Date in the MM-DD-YYYY format or click on the calendar icon,
 - ----

- TRP Number
 - o Optional Start Date and End Date in the MM-DD-YYYY format or click on the calendar icon,
- Purchaser 1's First and/or Last Name
 - o If the customer has only one name, enter it in the Last Name text box.

NOTE: Partial search terms do not return results. You must enter a complete VIN, TRP number, or first and/or last name.

- 2. To proceed, click Search.
- 3. To return to the Main Menu page, click **Back**.

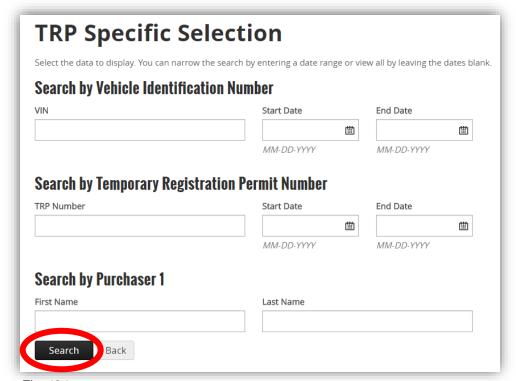


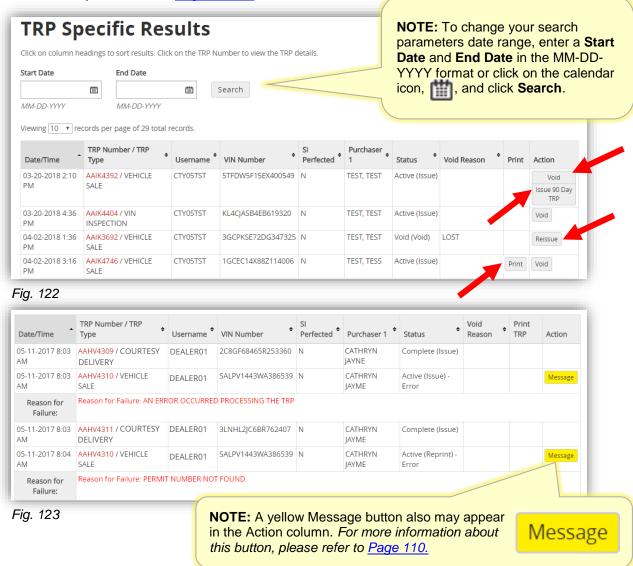
Fig. 121

TRP Specific Results

The page displays a list of TRPs and the following information based on your parameters (Figs. 122-123).

NOTE: From the TRP Specific Results page (Figs. 121-122), you can reprint, void, and reissue TRPs, and issue 90-day TRPs. For instructions, please refer to <u>Pages 55-84.</u>

- **Date/Time:** A timestamp of when the TRP was issued, reissued, or voided.
- TRP Number/TRP Type: Select the TRP number (in red text), to view the TRP details.
- Username: The username of the registered user who issued, reissued or voided the TRP.
- VIN: The VIN with which the TRP is associated.
- SI Perfected: Y is displayed if a security interest perfection letter was created along with the TRP.
- Purchaser 1: The first and last name of Purchaser 1.
- Status: The status of the TRP. For more information about the different statuses, please refer to <u>Page</u> 117.
- Void Reason: If the TRP was voided, the void reason is displayed. For more information about the different void reasons, please refer to <u>Page 115</u>.
- Print: If the Print button is visible, you can click Print to reprint the TRP. For more information on reprinting a TRP, please refer to <u>Page 85.</u>
- Action: Depending on the status of the TRP, you can click Void, Reissue, or Issue 90 Day TRP. For instructions, please refer to Pages 55-84.



- 1. To view more records on one page, select 10, 20, 50, or 100 from the **Viewing** drop-down menu (*Fig.* 124).
- If there are more records than can fit on one page, the service indicates the number you are viewing of the total records.
- 3. To sort the information, click on the column headings with arrows.
- 4. To scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 125).
- 5. To view a report displaying aggregate data, click **View TRP Counts for the Given Search** (*Fig. 124*). For more information about the Counts report, please refer to *Page 92*.
- 6. To return to the TRP Specific Selection page, click Back.
- 7. To return to the TRP Activity Date Selection Menu, click **Search Activity**.
- 8. To search for specific TRPs, click **Search Specific**.
- 9. To return to the Main Menu page, click Main Menu.



Fig. 125

TRP Details

1. To view details about a specific TRP, select the desired TRP number in red text on the TRP Specific Results page (Fig. 124).

The page displays TRP, vehicle, purchaser(s), LLC agent, seller, and security interest perfection information (if applicable) associated with the TRP (*Figs. 126-127, pgs. 90-91*).

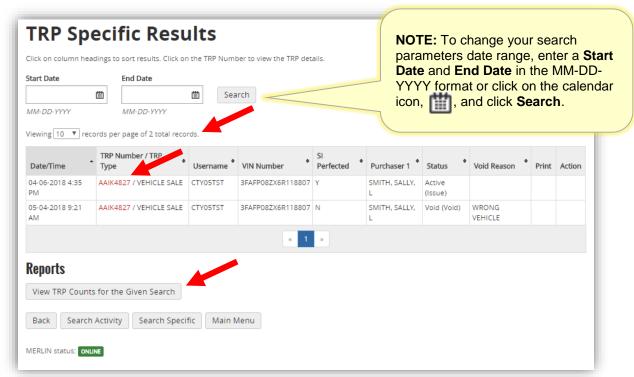


Fig. 124

Vehicle Information TRP Information TRP Type VEHICLE SALE Issue Date 04-06-2018 Expiration Date 05-16-2018 TRP Number AAIK4827 Transaction ID DOJTRP2018040616355533633 Vehicle Vehicle Type Passenger Odometer Reading 120000 Vehicle Identification Number (VIN) 3FAFP08ZX6R118807 Odometer Indicator Actual Year 2006 Odometer Unit Miles Fuel Type Gas Sale Date 04-06-2018 Make Ford Motor Company Model FUS Style Sedan State Where Vehicle Will Be Titled MT Primary Color Black Purchaser County of Residence LEWIS AND CLARK COUNTY Secondary Color Purchaser/Requestor 1 First Name SALLY Middle Initial L Last Name SMITH Suffix ID Number 12345678910121 ID Jurisdiction MT ID Type Driver License Number Ownership Type Lessor Street Address Mailing Address Address Line 1 1000 MCHUGH RD Address Line 1 1000 MCHUGH RD Address Line 2 Address Line 2 City **HELENA** State **MT** City HELENA State MT ZIp Code 59601 ZIp Code 59601 Purchaser/Requestor 2 First Name JAMES Middle Initial E Last Name JONES Suffix ID Number 12101987654321 ID Jurisdiction MT ID Type Driver License Number Ownership Type Lessee Malling Address Street Address Address Line 1 1000 MCHUGH RD Address Line 1 1000 MCHUGH RD Address Line 2 Address Line 2 City **HELENA** State **MT** City HELENA State MT ZIp Code 59601 ZIp Code 59601

Fig. 126

- 2. To return to the TRP Specific Results page, click Back (Fig. 127).
- 3. To return to the TRP Activity Date Selection page, click Search Activity.
- 4. To search for specific TRPs, click **Search Specific**.
- 5. To return to the Main Menu page, click Main Menu.



Fig. 127

View TRP Counts

To view a report displaying aggregate data, click **View TRP Counts for the Given Search** on the TRP Specific Results page (*Fig. 128*).

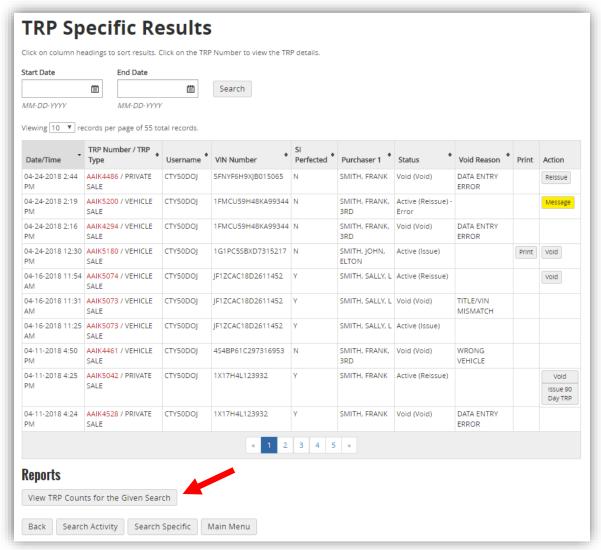


Fig. 128

TRP Counts

- 1. The TRP counts page displays the following summary results within your chosen parameters (Fig. 129):
 - Number of TRPs issued.
 - Number of TRPs reissued.
 - Number of TRPs voided.
 - Number of TRPs printed.
 - Number of TRPs reprinted.
 - Number of SI's perfected.
 - Number of vehicle searches performed.
- 2. The page displays the date range if you selected a range on the TRP Specific Selection page.
- 3. To view the aggregated totals grouped by username, click Report Details.
- 4. To return to the TRP Specific Results page, click Back.
- 5. To return to the TRP Activity Date Selection page, click **Search Activity**.
- 6. To search for specific TRPs, click Search Specific.
- 7. To return to the Main Menu page, click Main Menu

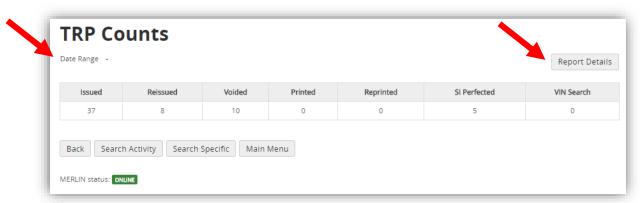


Fig. 129

TRP Count Details

- 1. The TRP Count Details page displays the following summary results within your chosen parameters (Fig. 130):
 - Number of TRPs issued.
 - Number of TRPs reissued.
 - Number of TRPs voided.
 - Number of TRPs printed.
 - Number of TRPs reprinted.
 - Number of SI's perfected.
 - Number of vehicle searches performed.
 - Grand totals for each column.
- The page displays a date range if you selected a range on the TRP Specific Selection page.
- 3. To return to the TRP Specific Results page, click Back.
- 4. To return to the TRP Activity Date Selection page, click Search Activity.
- 5. To search for specific TRPs, click **Search Specific**.
- 6. To return to the Main Menu page, click Main Menu.

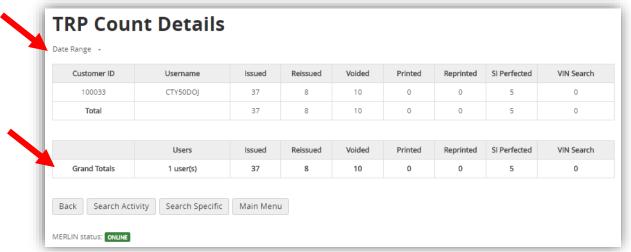


Fig. 130

HOW TO PAY FOR A TRP

You can pay for a temporary registration permit with a MasterCard or VISA credit or debit card or have the charges billed to your registered user account. Registered user charges are included with the monthly invoice that your organization receives. **NOTE:** If you issue an in-state Vehicle Sale or Private Sale TRP without a SI Perfection and/or dealer logo, the payment page does not display as there is no fee charged through the online TRP service when an authorized agent or MVD employee issues this type of TRP. The purchaser pays the fee as part of the title and registration process at a county office. For a detailed list of the TRP fees, please refer to <u>Page 118</u>.

Registered User Account

- To have the TRP cost billed to your registered user account, select Registered User on the Payment page (Fig. 131).
 - Your organization will receive monthly bills that it can choose to pay by credit or debit card or electronic check.
 - The page displays any fees due.
- 2. Click Charge Registered User Account (Fig. 132).
 - The next page (the Print TRP page) displays the status of the transaction.
 - The information associated with the TRP is sent to the MVD system and is accessible to the MVD, authorized agents and law enforcement.
- The Print TRP page displays. For information about how to print the TRP, please refer to <u>Page 98</u>.

NOTE: DO NOT click the "back" button on your browser once you click **Charge Registered User Account** as this may cause an error and prevent you from finalizing your purchase.

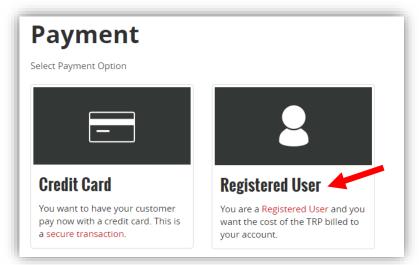


Fig. 131

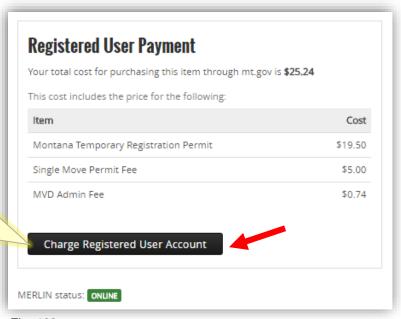


Fig. 132

Credit or Debit Card

- 1. To pay for the TRP with a credit or debit card, select **Credit Card** on the Payment page (Fig. 133).
 - The page displays any fees due.
 - To learn more about the transaction's security, select Secure Transaction.
 - The service accepts MasterCard and Visa.
- 2. Click Pay with Credit Card (Fig. 134).

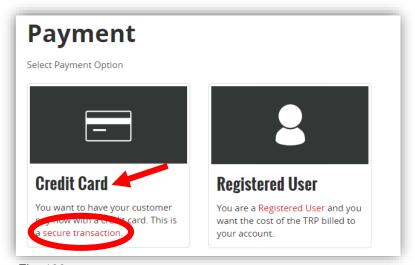


Fig. 133

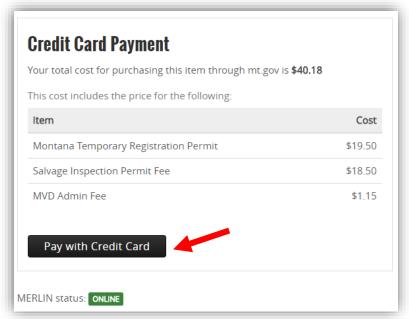


Fig. 134

Enter card information

- 1. Enter the card information (Fig. 135).
 - Required fields are marked with an asterisk.
 - The service accepts MasterCard and Visa.
- 2. Click Continue.
- 3. The Print TRP page displays. For information about how to print the TRP, please refer to Page 98.

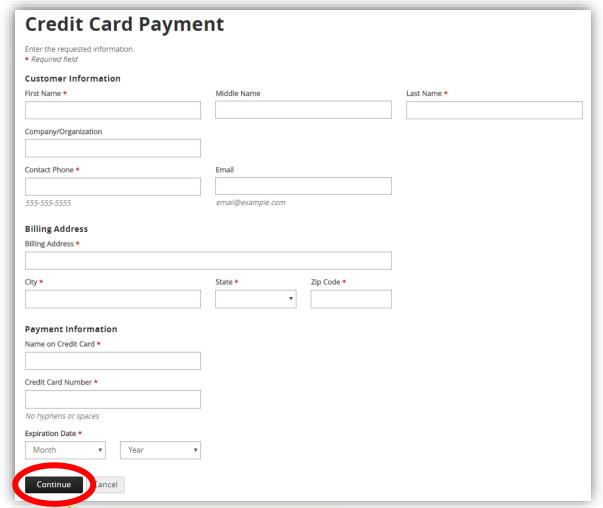


Fig. 135

NOTE: DO NOT click the "back" button on your browser once you click **Continue** as this may cause an error and prevent you from finalizing your purchase.

HOW TO PRINT A TRP

Once you pay for the temporary registration permit, you must print the TRP.

- If you pay for a permit or any associated fees with a credit or debit card, you can print a receipt at the same time as you print the TRP.
- No receipts are generated for transactions purchased solely with a registered user account. Registered user charges are included with the monthly invoice that your organization receives.
- If you created a security interest when you created the TRP, the security interest perfection letter will print at the same time as you print the TRP.
- 1. To print the TRP (and the security interest perfection letter and receipt, if applicable) click **Print Temporary Registration Permit** (Fig. 136).
 - The service generates an Adobe PDF file that you can save and/or print. For more information about Adobe PDF files, please refer to <u>Page 7</u>.
- To enter the information to create another permit, click Create Another Temporary Permit.
- 3. To return to the Main Menu page, click **Main Menu**.
- Print TRP

 The creation of your Temporary Registration Permit was successful.

 Transaction ID 2316581
 TRP Number AAIK4593
 Vehicle Identification Number (VIN) 1C3LC46K17N587704
 Created on 03-28-2018 14:50:14 MDT

 Print Temporary Registration Permit

 You will need Adobe Acrobat Reader to view and print your Temporary Registration Permit.

 DOWNLOAD ADOBE READER*

 Create Another Temporary Permit Main Menu

 MERLIN Status: ONLINE

Fig. 136

- 4. Place the printed permit (*Fig. 137*) inside the plastic sleeve and attach it where the vehicle's rear license plate would normally be displayed.
- 5. If you need to print TRP *after* the day it was issued, you must void TRP and reissue it. For more information on voiding and reissuing a TRP, please refer to Page 55.



Fig. 137

HOW TO MANAGE YOUR REGISTERED USER ACCOUNT

In the Registered User Account section, you can manage registered user account and view billing reports useful for balancing records. Each online TRP service user has a unique username and password that is used to access both the TRP service and the Customer Database (CDB). To learn more about becoming a registered user, visit Registered Services at https://app.mt.gov/registered or refer to Page 9.

View your Registered User Account

- 1. On the Main Menu page, select View under the Registered User Account section (Fig. 138).
- 2. The CDB opens in a new browser tab. Enter your username and password and click Login (Fig. 139).

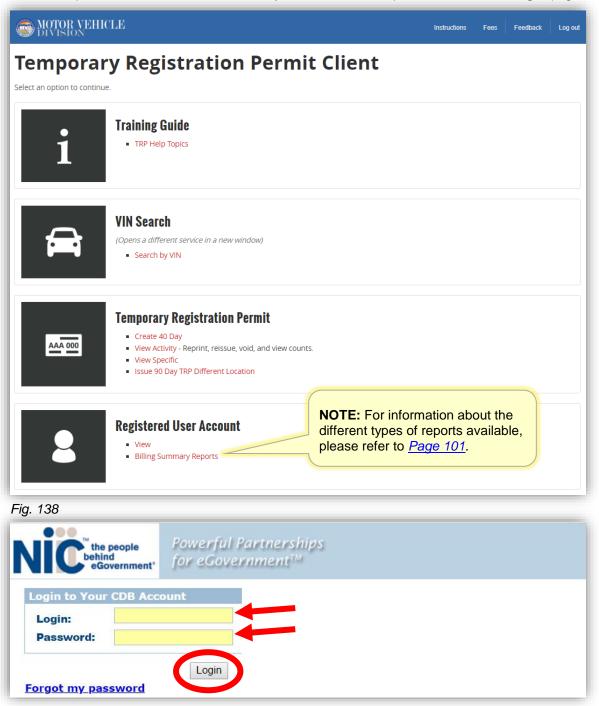


Fig. 139

- 3. The first time you log in, you will see your User Profile (Fig. 140).
 - You can change your password, but it's not required at this point. If you change your password, use this new password to log into both the online TRP service and the Customer Database (CDB).
 - You must establish Online Security Questions.
- 4. Once you have selected questions and entered answers, click Submit.
 - The CDB Dashboard displays (Fig. 141).
- 5. In the future, if you need to change your registered user account password, select your username located next to My Profile near the upper right-hand corner of the Dashboard page (*Fig. 141*).
 - On the User Profile page, enter your current password.
 - Then enter your new password and enter it again to confirm the change (Fig. 140).
 - Click Submit.
 - To leave the CDB, click **Logout** and close this browser tab (*Fig. 141*). **NOTE:** Use this new password to log in to *both* the online TRP service and CDB.

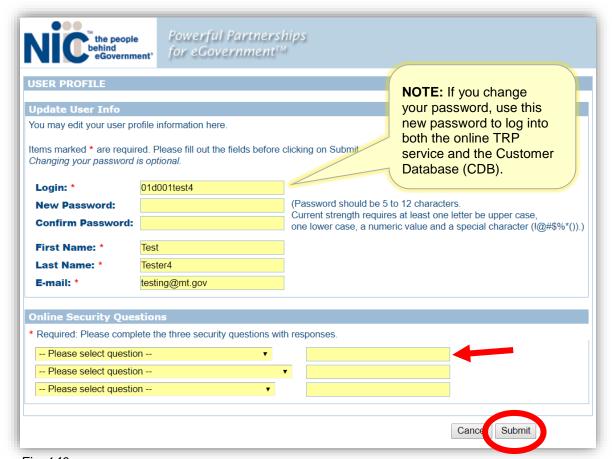


Fig. 140



Fig. 141

HOW TO VIEW FINANCIAL REPORTS

You can generate two different reports for balancing financial records: one through the CDB and one through the online TRP service.

Billing Summary Report

The Billing Summary report in CDB provides a detailed list of charges for a customer or location for a billing cycle.

- 1. To access the report, log in to your Registered User Account. For instructions, please refer to Page 99.
- 2. On the CDB Dashboard, select **Reports** to view your billing summary (Fig. 142).
- 3. On the Reports page, select Billing Summary (Fig. 143).



Fig. 142



Fig. 143

Select Report Parameters

- 1. On the Billing Summary page, select a Billing Period from the drop-down menu (Fig. 144).
- 2. Although the **Login** text box is optional, you can filter your report to display only one user's transactions by entering a login.
- 3. If applicable, select **Show Only Totals** for your report.
- 4. To display results by grouping the same logins together in order, select Order By Logins.
- The Level drop-down menu allows you to choose whether to display the TRP Transaction ID in the Transaction Memo field of the report.
- 6. Select the Output Format for your report.
 - Select PDF Document to generate the report as a PDF.
 - Select Html Page to display the report in the same browser window.
 - Select CSV File to download a file that will open in Excel (Fig. 145).
- 7. Click Generate.

View Report Results

You can save and/or print the report.

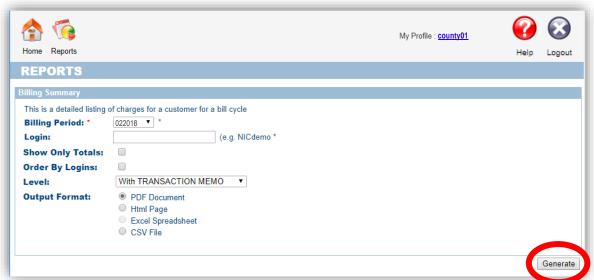


Fig. 145

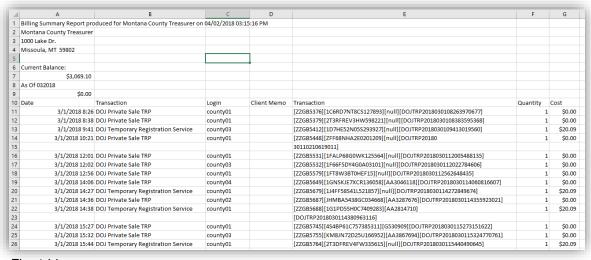


Fig. 144

Balancing Report

The Balancing Report provides a list of charges for a customer or location based on your chosen parameters.

- 1. To access the report, select **Billing Summary Reports** under the Registered User Account section on the Main Menu page of the TRP service (*Fig. 146*).
- 2. On the Reports page, select Balancing Reports (Fig. 147).
- 3. To return to the Main Menu page, select Main Menu.

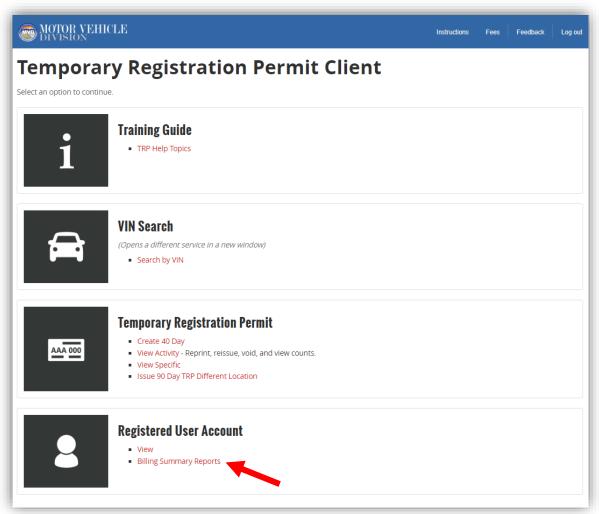


Fig. 146

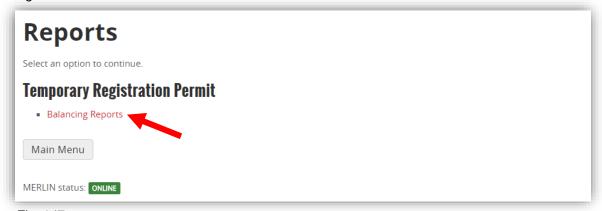


Fig. 147

Select Report Criteria

Select one or a combination of a date range, username and/or TRP type as your report parameters on the Report Criteria Selection page (Fig. 148).

- 1. Select one of the following:
 - Today
 - Last 7 Days
 - Last 40 Days
 - View All

OR

- 3. Select a username in the **Username** drop-down menu. Your choices are any user logins associated with your location or organization.
- 4. Select a TRP Type in the **TRP Type** drop-down menu.
- 5. To proceed, click **Search.**
- 6. To return to the Reports page, click **Back**.
- 7. To return to the Main Menu page, click **Main Menu**.

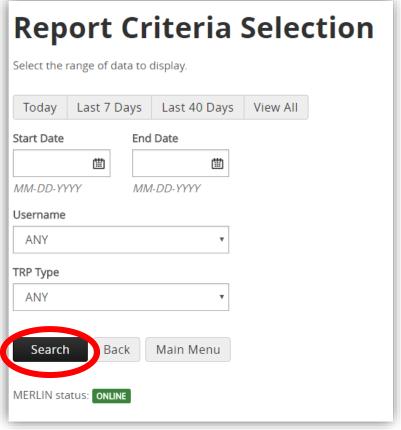
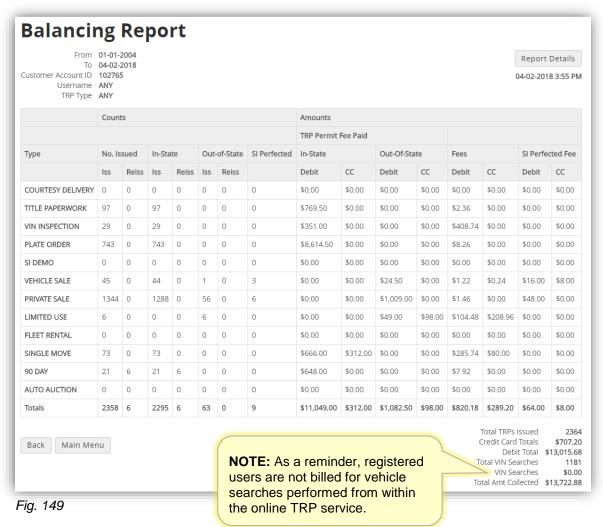


Fig. 148

View Report Results

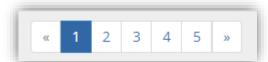
- 1. The Balancing Report displays the following summary results (Fig. 149) within your chosen parameters:
 - Types of TRPs created.
 - Total number of TRPs issued and reissued.
 - Number of in-state and out-of-state TRPs issued and reissued.
 - Number of security interests perfected.
 - Fees applied to your registered user account (indicated in the debit columns).
 - Fees paid by credit or debit card for in-state and out-of-state TRPs
 - Fees paid by credit or debit card for in-state and out-of-state SI's perfected.
 - Total TRPs issued.
 - Total fees paid by credit or debit card.
 - Total amount applied to your registered user account (listed as Debit Total).
 - Number of VIN Searches.
 - Total amount collected.
- 2. To view specific transaction information, click Report Details.
- 3. To return to the Report Parameters Selection page, click Back.
- 4. To return to the Main Menu page, click **Main Menu**.



View Report Details

The Balancing Report Details page displays information (Fig. 150) about TRP transactions within your chosen parameters.

- 1. To view more records on one page, select 10, 20, 50, or 100 from the **Viewing** drop-down menu.
- If there are more records than can fit on one page, the service indicates the number you are viewing of the total entries.
- To sort the information, click on the column headings with arrows.
- To scroll through the results, click on the arrows or numbers at the bottom of the page (Fig. 151).
- To return to the Balancing Report page, click **Back**.
- To return to the Main Menu page, click Main Menu.



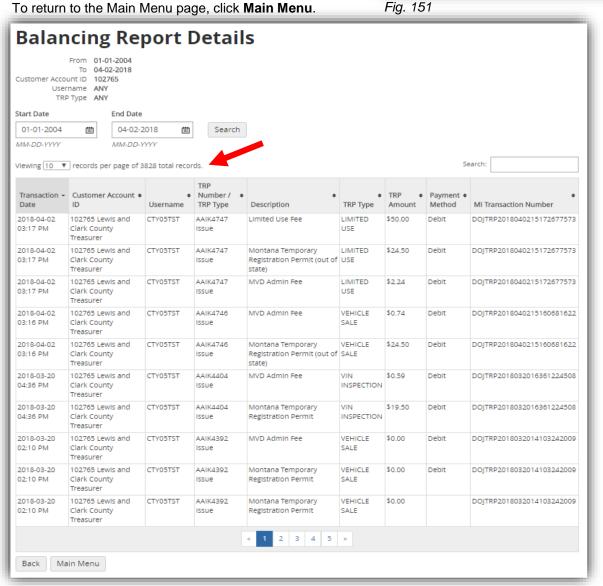


Fig. 150

HOW TO REQUEST A REFUND

Voided TRPs

Cancellation of Sale

On the Day of Issuance

If you void a **Vehicle Sale**, **Private Sale**, or **Courtesy Delivery** TRP using the Cancellation of Sale reason on the same day it was issued, you must call the MVD at 406-444-3661. A TRP fee will not be charged; a refund will appear on your registered user or credit or debit card account.

Before Expiration

If you void a **Vehicle Sale**, **Private Sale**, or **Courtesy Delivery** TRP within the permit's 40-day timeframe, the TRP fee must be sent to the MVD. The MVD performs monthly audits and notifies counties about outstanding TRP fees.

After Expiration

If you void a **Vehicle Sale**, **Private Sale**, or **Courtesy Delivery** TRP using the Cancellation of Sale reason *after* the permit has expired, you must call the MVD at 406-444-3661. The TRP fee will be collected. The vehicle must be titled and registered at a county office in the seller's name and all applicable fees collected. The late title fee is required. The TRP is pulled into the title and registration transaction and marked as complete and a new TRP can be issued the next day.

Wrong Vehicle

On the Day of Issuance

If you void a **Vehicle Sale**, **Private Sale**, or **Courtesy Delivery** TRP using the Wrong Vehicle reason on the same day it was issued, you must call the MVD at 406-444-3661. A TRP fee will not be charged; a refund will appear on your registered user or credit or debit card account.

Before Expiration

If you void a TRP within the permit's 40-day timeframe, the TRP fee must be sent to the MVD. The MVD performs monthly audits and notifies counties about outstanding TRP fees.

Other TRP Transactions

For all other TRP refund requests, you must complete <u>Form 40-2300</u> and mail or fax it to the MVD, using the contact information on the form. The MVD will approve or deny the refund. If approved, the refund is credited to the registered user's account or credit or debit card account. If the transaction is more than 60 days old, the MVD issues a refund check.

Please email refund questions to dojdealerinfo@mt.gov.

TROUBLESHOOTING

Error Messages

When processing a TRP, you may encounter an error message. NOTE: An error message STOPS you from creating a TRP until the issue is resolved.

Error messages display near the top of the transaction window. They appear in lowercase or uppercase text in a red box with an exclamation point.

Helpful Resources

TRP training video:

https://app.mt.gov/trptraining/authorized.html

TRP Help Topics:

https://app.mt.gov/trptraining/topics/index.html

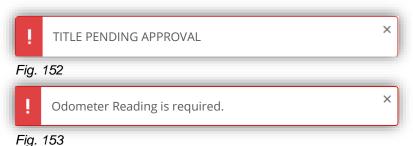
MI Help Desk:

406-449-3468, Ext. 0, or helpdesk@egovmt.com

Uppercase Messages

An error message displayed in uppercase text indicates that there is a current action on the vehicle related to the transaction.

- You may need to contact the Vehicle Services Bureau for assistance.
- For example, this message (Fig. 152) is designed to alert you that the vehicle is being transferred to a new owner. A TRP cannot be issued until the ownership transfer is complete and vehicle ownership is in the name of the new owner.



Lowercase Messages

An error messages displayed in lowercase text indicates incorrect or missing information on the page.

- You cannot proceed with the transaction until you correct the problem.
- For example, this error message (Fig. 153) indicates that you did not enter the required odometer
- The online TRP service further highlights the missed text box by displaying the requirement in red text below the text box (Fig. 154).

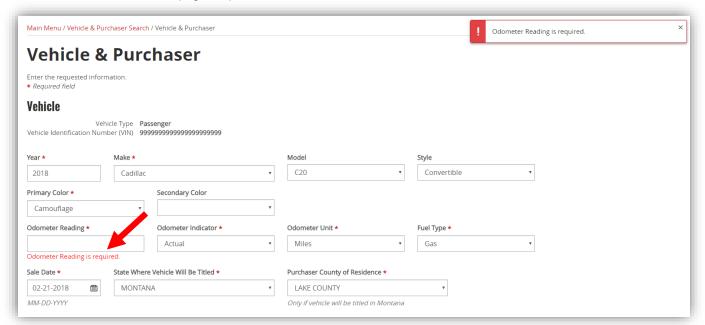


Fig. 154

Warning Messages

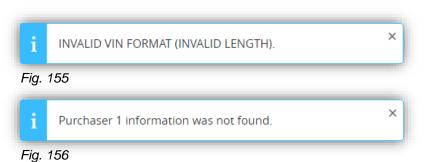
When processing a TRP, you may encounter a warning message. If you see one, you should verify the vehicle and purchaser information that you entered and/or enter any missing information. Warning messages also can indicate the status of the vehicle related to the TRP transaction. **NOTE:** A warning message WILL NOT STOP you from creating a TRP.

Warning messages display near the top of the transaction window. They appear in lowercase or uppercase text in a blue box with a letter "i."

Verify and Correct Vehicle and Customer Information

Although warning messages are always important, seeing one specifically related to the vehicle or the customer information requires extra vigilance.

For example, if you see a warning message for a vehicle that has a Montana title (Fig. 155) or after you find a vehicle record when you conduct a VIN search through the online TRP service, you should click Cancel to return to the Vehicle & Purchaser Search page and verify the information you entered. Correct any data entry errors. NOTE: VINs for



vehicles older than 1982 have fewer than 17 digits, but this does not STOP you from proceeding. The warning message is alerting you to verify and/or correct any data entry errors when you return to the Vehicle & Purchaser Search page.

• If you enter a purchaser's legal name and Montana driver's license or Montana ID card number, the online TRP service ALWAYS displays the purchaser's information. If you see a warning message (*Fig. 156*) when the service displays a customer record, click **Cancel** to return to the Vehicle & Purchaser Search page and verify the information you entered. If you review the information you entered and there are no data entry errors, enter the purchaser's address to continue creating the TRP.

Uppercase Messages

If you a warning message in uppercase text (Fig. 157), you may need to conduct further research about the vehicle or the purchaser or contact the Vehicle Services Bureau for assistance.

 For example, if you see a DESIGNATION: JUNK warning message and you were not aware that the vehicle had been junked, you must choose whether to proceed with the transaction.



Offline Mode

In rare instances, the MVD system (MERLIN) may not be able to directly communicate with the TRP service. **NOTE:** If that happens, you can still issue TRPs using the service in offline mode.

Throughout the TRP service, each page displays a message in the lower left-hand corner about whether the MVD system is in online or offline mode (*Figs. 158-159*).

- In offline mode, text boxes that are normally prefilled in the TRP service remain empty because the TRP service is unable to exchange vehicle or customer information with the MVD.
- In offline mode, you cannot verify if the status of the vehicle is acceptable for TRP issuance, including whether the vehicle has been surrendered or junked.

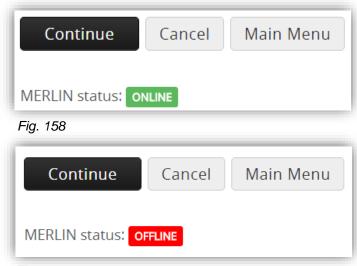
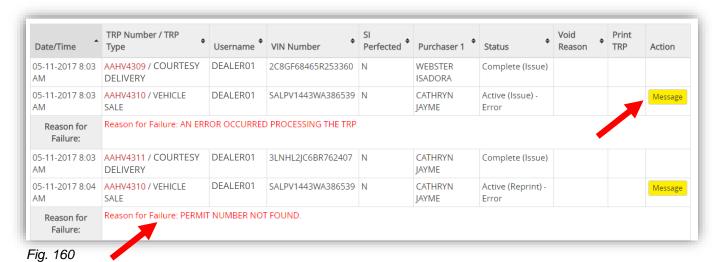


Fig. 159

When the connection is restored, the TRP service sends the information to the MVD system.

- During that process the MVD system may return an error that must be resolved by an MVD clerk so that the
 information can be recorded with MVD.
- These errors are managed from the error messages menu item on the TRP Administrative Site.
- You can find the transaction through the View Activity or View Specific sections on the Main Menu page. Click the yellow Message button to view the error (Fig. 160).
- You cannot bypass the error and issue the TRP. The error may require assistance from Montana
 Interactive (MI), the Vehicle Services Bureau, or someone who has access to the TRP administrative user
 interface.



GLOSSARY

- **Browser** Browsers are desktop, laptop, or mobile device software programs used for searching and viewing various kinds of internet resources such as information on the MVD web site.
- **CDB** CDB is NIC's subscription customer database. All NIC portals, such as MI, use CDB to manage subscribers who purchase data and pay via monthly invoice. CDB tracks transactions, fees, and receivables and manages reporting. It is used to set up customer accounts and accept payments for the TRP service.
- DOJ The State of Montana Department of Justice (DOJ) is Montana's top law enforcement and legal agency. DOJ maintains public safety, prosecutes criminals, represents the state of Montana in court, registers vehicles, licenses drivers and more. Divisions, agencies and bureaus include the Highway Patrol, State Crime Lab, Law Enforcement Academy, Sexual and Violent Offender Registry, Office of Consumer Protection, lawyers who defend Montana in court and the lawyers who file suit on the state's behalf when Montana has been wronged.

End user (user) - A user is someone who accesses the online TRP service.

Icon – A small picture that represents an object or program.

- MERLIN The Montana Enhanced Registration and Licensing Information Network (MERLIN) is an integrated DOJ system that ties all motor vehicle title and registration services to common customer accounts. MERLIN is also used to track financial transactions for some state services. For individuals, the customer account number is the driver license or state or tribal identification card number. For businesses, the customer account number is the federal employer or tax identification number or, in the absence of these, the number assigned to the business when it registered with the Secretary of State's office. The TRP service validates vehicle information with MERLIN before allowing users to issue a temporary registration permit.
- Montana Interactive (MI) Helena-based Montana Interactive LLC is the eGovernment services provider for the State of Montana and has partnered with the state since 2001. MI offers and supports hundreds of eGovernment solutions in partnership with state and numerous county and city entities that provide value to the citizens and businesses of Montana, and beyond. Most of MI's services are delivered at no cost to partners through a unique flexible-funding model. Developed by MI's parent company, NIC, the funding model allows for the development and ongoing support and maintenance of most eGovernment services and solutions at no cost to government. Since 2001, use of the flexible-funding model has saved the State of Montana more than \$15 million. For more information, visit http://www.egovmt.com.
- MVD The DOJ Motor Vehicle Division (MVD) serves and protects Montana citizens by ensuring authentication for credentials, licenses, vehicles titled and accountability of official records. The MVD is comprised of three bureaus: The Driver License Bureau, Operations and Customer Support Bureau and Vehicle Services Bureau.
- NIC NIC (EGOV), which is celebrating 25 years as a company in 2017, has seen the transition of digital services from green-screen computers to mobile apps and artificial intelligence. Founded in 1992, NIC is the nation's premier provider of innovative government solutions and secure payment processing, which help make government more accessible and convenient for everyone through technology. The family of NIC companies has a library of more than 12,000 digital government solutions for more than 4,500 federal, state and local agencies in the United States. Forbes has named NIC as one of the "100 Best Small Companies in America" six times and the company has been included four times on the Barron's 400 Index. Additional information is available at www.egov.com.
- **Offline** The MVD's MERLIN computer system is unavailable to receive information; the service also cannot verify information from MERLIN when it is offline.
- **Security Interest Perfection** When a vehicle is purchased using a loan, the dealer must create a security interest letter along with the TRP. If you have questions, please contact the MVD at PO Box 201431, Helena MT 59620-1431 or call (406) 444-3661.
- **TRP** The primary purpose of a temporary registration permit, or TRP, is to allow a buyer to operate a newly purchased vehicle from the place of sale in Montana to his/her destination. TRPs are generated electronically, with a unique number and a detachable proof of temporary vehicle registration. The paper permit is put in a plastic sleeve and attached to the license plate area of the vehicle. For example, when a citizen purchases a

vehicle, the dealer issues a TRP. This permit allows the citizen to drive the vehicle until obtaining a new registration and plates. Permits also are issued for other reasons such as when:

- A customer chooses a license plate that is not immediately available.
- A dealer licensed in another state needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways.
- A customer needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways.
- A customer needs to drive a vehicle to and/or from a VIN inspection.
- A customer needs to move a salvage vehicle or a vehicle requiring a state-assigned vehicle identification number to and from an inspection site prior to applying for a new title.
- A customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided.
- A financial institution that has repossessed a vehicle allows a potential buyer to test drive the vehicle.
- The new owner(s) of a vehicle requests that the vehicle be shipped to another dealership for customer pickup.
- Issuing a permit before an auto auction. After the sale, the auction house adds the new owner's information.
- When a financial institution allows a potential buyer to test drive a vehicle.

TRP service – The online Temporary Registration Permit service, or TRP service, allows business, county and agency users (registered users of mt.gov services) to create, reissue, void and print TRPs. Users also access the service to view information about TRP transactions and track sales. Montana auto dealerships, auto auction businesses, the state auction property and supply group (Montana Surplus), financial institutions, the MVD, and county motor vehicle departments all benefit from the fast, easy-to-use service because the online system offers a more accurate way to track the permits issued in Montana and verify the accuracy of the data compared to the decades-old paper-based method. Through the administrator UI, authorized MVD employees can search and view transactions and customer information, and run reports.

URL - A Uniform Resource Locator (URL) is a protocol for specifying addresses on the Internet.

VIN – A car's vehicle identification number (VIN) is the identifying code for a specific automobile. The VIN serves as the car's fingerprint, as no two vehicles in operation have the same VIN. A VIN is composed of 17 characters (digits and capital letters) that act as a unique identifier for the vehicle.

FAQS

Questions and Answers

- How do I access the Temporary Registration Permit service? To access the online TRP service, visit
 https://app.mt.gov/trp.
 You must have registered user credentials (sometimes referred to as a CDB login).
 Contact your supervisor to request access. For more information, please refer to Page 9.
- 2. What do I do if I forgot my TRP/CDB password? You can reset your password at https://cmbs-admin-mt.cdc.nicusa.com/mt/forgot_password.html. If you need further assistance, contact the MI Help Desk at 406-449-3468, Ext. 0, or helpdesk@egovmt.com.
- 3. What are my payment options? You can pay for a temporary registration permit with a MasterCard or VISA credit or debit card or have the charges billed to your registered user account. Registered user charges are included with the monthly invoice that your organization receives.
- 4. What does a TRP cost? The cost of a temporary registration permit varies depending on the type of permit you create and the additional items you order. The online TRP service is provided by a third party working in partnership with the State of Montana. The total amount includes additional charges used to develop, maintain, and enhance the state's official web portal, mt.gov. For more information, please refer to the fees table on *Page 118*.
- 5. **How do I know I successfully paid for my TRP?** The online TRP service only displays the permit as an Adobe PDF after you pay for the purchase or after it has been billed to your registered user account. If you pay for any fees with a credit or debit card, the service generates a receipt that you can print along with the permit. You also can review your registered user account transactions through the Customer Database. For more information, please refer to *Pages 101-102*.
- 6. How do I request a refund for a voided TRP? If you void a Vehicle Sale, Private Sale, or Courtesy Delivery TRP using the Cancellation of Sale or Wrong Vehicle reason, call 406-444-3661. For more information, please refer to *Page 107*.
- 7. **How do I request a refund for other TRP transactions?** Complete Form 40-2300 and mail or fax it to the MVD. The MVD approves or denies the refund. If approved, the refund is credited to your credit or debit card or registered user account. If the transaction is more than 60 days old, the MVD issues a refund check. For more information, please refer to *Page 107*.
- 8. How do I find information about my dealership's online TRP transactions and activity? Log into the online TRP service at https://app.mt.gov/trp. The Main Menu page is divided into four sections: Training Guide, VIN Search, Temporary Registration Permit, and Registered User Account. In the Temporary Registration Permit section, you can search for and view information about your dealership's transactions and activity by selecting View Activity. In the Registered User Account section, you can view billing and balancing reports. For more information, please refer to Pages 45 and 101.
- 9. I have a question, what do I do? Be sure that you have watched the complete TRP training video at https://tst.mt.gov/trptraining/authorized.html. Error! Hyperlink reference not valid. For specific questions, visit the Help Topics page at https://app.mt.gov/trptraining/topics/index.html. For additional help, contact the MI Help Desk at 406-449-3468, Ext. 0, or helpdesk@egovmt.com.

TRP TYPES

Although the primary purpose of the online TRP service is to allow Montana auto dealerships and authorized agents to issue a temporary registration permit to the new owner(s) of a vehicle, the service also is used to issue permits for other reasons such as when a customer orders a special license plate or one that is out of stock; a dealer licensed in another state needs to move a piece of equipment occasionally on or over state highways; or a customer needs to drive a vehicle to and/or from a VIN inspection, etc.

As an authorized agent or MVD employee, you can create and issue the following types of temporary registration permits through the online TRP service:

- 1. **Vehicle Sale** Select this TRP type when issuing a permit to the new owner(s) of a vehicle. This TRP type also is available to dealership employees.
- 2. **Private Sale** Select this TRP type when issuing a permit to the new owner(s) of a vehicle sold through a private sale.
- 3. Plate Order Select this TRP type when a customer orders a special license plate or one that is out of stock
- 4. **Limited Use** Select this TRP type when issuing a permit to a dealer licensed in another state who needs to move a piece of equipment, such as agriculture or logging machinery, occasionally on or over state highways.
- 5. **Single Move** Select this TRP type when issuing a permit to a customer who needs to move a piece of equipment, such as a mobile home or manufactured dwelling, from one point in the State to a destination on or over state highways.
- 6. **VIN Inspection** Select this TRP type when a customer needs to drive a vehicle to and/or from a VIN inspection. This TRP type also is available to field operations employees.
- 7. **Title Paperwork** Select this TRP type when the owner(s) of a salvage vehicle or a vehicle requiring a state-assigned vehicle identification number needs to move the vehicle to and from an inspection site prior to applying for a new title. It also is used when a customer moves to Montana and cannot title and register the vehicle until the title held by a third party, most often a lender, is provided.
- 8. **90 Day** Select this TRP type when issuing a permit for various reasons (e.g., the customer is missing a prior title or security interest perfection release necessary for transferring ownership). The 90-Day TRP replaces a previously issued 40-day **Vehicle Sale** or **Private Sale** TRP as an extended permit for the customer. This TRP type also is available to dealership employees.

NOTE: Depending on your access level and the type of organization for which you work, you may not be able to issue all the types of TRPs listed above.

The following types of TRPs only can be issued by dealerships, auto auction businesses, and dealerships with auto auction privileges, or financial institutions, as noted:

- Courtesy Delivery Users select this TRP type when issuing a permit to the new owner(s) of the vehicle
 if the vehicle is being shipped to another dealership for customer pickup. This TRP type is available only
 to dealership employees.
- 2. Auto Auction Users select this TRP type when issuing a permit before an auto auction. Printed in advance of the sale, these TRPs can have a future date listed in the sale date text box. The purchaser is listed as the auction house. After the sale, the auction house voids the TRP using the Update Purchaser reason, and adds the new owner's information. This TRP type is available only to auto auction businesses and dealerships with auto auction privileges.
- 3. **SI Demo** Users select this TRP type when a financial institution allows a potential buyer to test drive a vehicle. The purchaser is listed as the financial institution. An **SI Demo** TRP is issued for 40 days and used for multiple test drives. This TRP type is available only to financial institution employees.

TRP VOID REASONS

You can use the following reasons when voiding a temporary registration permit. For more information, please refer to <u>Page 55</u>.

VOID REASON	SITUATION FOR USE	WHO CAN USE THIS VOID REASON?	AVAILABLE FOR THIS TRP TYPE	USE RULES	REQUIRES REISSUE
Lost	When the purchaser has lost the TRP.	Authorized Agents, MVD employees; also can be used by dealerships	All	Before the TRP expires and before the title and registration transaction has been processed.	Yes
Stolen	When the TRP has been stolen.	Authorized Agents, MVD employees; also can be used by dealerships	All	Before the TRP expires and before the title and registration transaction has been processed.	Yes
Damaged	When the TRP is damaged.	Authorized Agents, MVD employees; also can be used by dealerships	All	Before the TRP expires and before the title and registration transaction has been processed.	Yes
Title/VIN Mismatch	When the title and VIN do not match.	Authorized Agents, MVD employees; also can be used by dealerships	All	Before the TRP expires and before the title and registration transaction has been processed.	Yes
Data Entry Error	When there is a data entry error on the TRP and you need to correct information, or add or remove a second purchaser or a security interest.	Authorized Agents, MVD employees; also can be used by dealerships	All	Before the TRP expires and before the title and registration transaction has been processed.	Yes
Cancellation of Sale	When the customer no longer wants the vehicle. The action voids the TRP; the vehicle can be sold to another purchaser.	Authorized Agents, MVD employees; also can be used by dealerships	Vehicle Sale, Courtesy Delivery, Private Sale	Before the TRP expires and before the title and registration transaction has been processed.	No

VOID REASON	SITUATION FOR USE	WHO CAN USE THIS VOID REASON?	AVAILABLE FOR THIS TRP TYPE	USE RULES	REQUIRES REISSUE
Cancel Permit	When the customer no longer needs the TRP or if a county employee selects the wrong TRP type. This action voids the TRP; another TRP can be issued for the vehicle.	Authorized Agents, MVD employees; also can be used by dealerships	Plate Order, Limited Use, Single Move, VIN Inspec- tion, Title Paperwork, SI Demo, Auto Auction, 90- Day	Before the TRP expires and before the title and registration transaction has been processed.	No
Wrong Vehicle	When the vehicle's VIN does not match the VIN to which the TRP was issued. This action voids the TRP; you must issue a new TRP for the correct vehicle/VIN.	Authorized Agents, MVD employees; also can be used by dealerships	All	Before the TRP expires and before the title and registration transaction has been processed.	No
Cancellation of Sale	When the purchaser no longer wants to buy the vehicle. The action voids the TRP; the vehicle can be sold to another purchaser.	Authorized Agents, MVD employees; also can be used by dealerships	Vehicle Sale, Courtesy Delivery, Private Sale	After the permit expires, but before the title and registration process has started.	No
TRP Completed	When the TRP did not go through the normal complete process and is in MERLIN, but needs to be marked as complete. The action marks the TRP as complete; the vehicle can be sold to another purchaser.	Authorized Agents, MVD employees	All	N/A	No

The following void reason only can be used by auto auction businesses and dealerships with auto auction privileges:

VOID REASON	SITUATION FOR USE	WHO CAN USE THIS VOID REASON?	AVAILABLE FOR THIS TRP TYPE	USE RULES	REQUIRES REISSUE
Update Purchaser	When the vehicle has been sold at an auction, the auction employee must change the purchaser's name from the auction company's name to the new owner's name.	Auto Auction businesses	Auto Auction	Before the TRP expires and before the title and registration transaction has been processed.	Yes

TRP STATUSES

The following statuses may appear on the TRP Activity Results and TRP Specific Results pages. For more information, please refer to *Pages* <u>45</u> and <u>86</u>.

STATUS	MEANING OF STATUS		
Active (Issue)*	TRP is active; it has been issued.		
Active (Reprint)*	TRP is active and has been reprinted.		
Active (Reissue)*	TRP is active and has been reissued.		
Void (Void)*	TRP was voided <i>before</i> it expired using a Lost, Stolen, Damaged, Data Entry Error, Cancellation of Sale, Cancel Permit, Wrong Vehicle, Title/VIN Mismatch, or Update Purchaser void reason.		
Voidx (Void)	TRP was voided <i>after</i> the TRP had expired using a Cancellation of Sale or TRP Completed void reason.		
Admin Void (Void)	TRP was voided through the online TRP service's administrator user interface using a Lost, Stolen, Damaged, Data Entry Error, Cancellation of Sale, Cancel Permit, Wrong Vehicle, Title/VIN Mismatch, or Update Purchaser void reason.		
Complete (Complete)	An automatic nightly process marks TRPs as complete once the title and registration process has been completed by an authorized agent.		
Complete (Void)	TRP was voided before it expired using TRP Completed as the reason.		
Expired (Reprint)	The expiration date of the TRP is been reached and the purchaser has not completed the title and registration process. The TRP was reprinted.		
Expired (Reissue)	The expiration date of the TRP is been reached and the purchaser has not completed the title and registration process. The TRP was reissued.		

^{*} If the word "error" also appears in the status column, it indicates that the TRP was affected by an error during processing.

TRP FEES

ITEM	FEE**	WHO PAYS THE FEE?	WHEN IS THE FEE PAID?
TRP (Vehicle Sale, Courtesy Delivery, Private Sale)	\$20.09*	Purchaser	When the purchaser titles and registers the vehicle at a county office.
TRP (Plate Order, Title Paperwork, SI Demo) \$20.09* Requestor At the time of is.		At the time of issuance.	
TRP (OUT OF STATE)	\$25.24*	Purchaser/Dealer	At the time of issuance.
DEALER LOGO (printed on the paper TRP)	\$1+	Dealer	At the time of issuance.
90-DAY TRP	\$24.72*	Requestor	At the time of issuance.
AUTO AUCTION TRP	\$10.30* +	Dealer	At the time of issuance.
LIMITED USE TRP	\$51.50* ++	Requestor	At the time of issuance.
SINGLE MOVE TRP	\$5.15* +	Requestor	At the time of issuance.
VIN INSPECTION TRP (salvage inspection fee)	\$19.06* +	Requestor	At the time of issuance.
SECUIRTY INTEREST PERFECTION	\$8.24* +	Dealer	At the time of issuance.

^{*} The fee includes a 3 percent MVD Admin fee.
**Credit card processing fees are added if purchase is made with a credit or debit card.

⁺ Paid in addition to the TRP fee.

⁺⁺ Paid in addition to the out-of-state TRP fee.